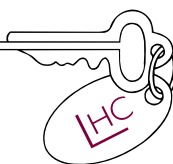


The *Innsider*

A Newsletter by Linchris Hotel Corporation



Sabbaticals Offer "Quality Time" at Home and Abroad

Linchris Hotel Corporation continued its sabbatical program this summer, when Hans Kleinganz, GM/Regional Director of Operations of the Holiday Inn Express, Poughkeepsie, NY and Michelle Wilson of the Comfort Inn, Concord, NH each began their three-month, paid sabbatical. Linchris enacted this unique program as a way to reward General Managers that complete five years with the company. "These veteran employees receive 3 months of paid vacation, which provides the dual benefits of much-needed rest and relaxation and quality time with family and friends. The goal of the sabbatical program is to "recharge" the batteries of valued company veterans, giving them a renewed excitement for their career and the opportunity to return to work refreshed and energetic. At the same time, other key staff members are given the opportunity to assume important leadership positions," said Rob McCarthy, Vice President of Operations, Linchris Hotel Corporation.



Hans Kleinganz (left) and Frank LaGrange (right)

Hans, who began his sabbatical in May, traveled to Europe with his wife Colleen, and their children, Kyra, 11 and Evin, 7. Their five-and-a-half-week trip took them through Hans' native Germany, where they toured the castles of Bavaria. They also visited Venice, Paris and other European hot spots. "Everyday is like Saturday," said Hans on location from the southern coast of Spain. "Linchris really understands the importance of family and offers employees a great deal of flexibility," Hans said. Back in Poughkeepsie, Assistant GM Frank LaGrange, who has worked at the property for seven years, assumed the role of acting GM, responsible for the day-to-day operation of the Holiday Inn Express, Poughkeepsie, NY.



Michelle Wilson (left) and Barbara Farley (right)

Michelle, who began her Linchris career six years ago at the Comfort Inn, Hyannis, MA kicked off her sabbatical on July 1st. She is currently enjoying

Rachel Kuhn becomes GM in Beantown!

Rachel Kuhn is proof that Linchris' sabbatical program readies staff members to take the next step in hotel management. Earlier this year, Rachel made the move from the



Rachel Kuhn

Vermont countryside, where she had served as the Front Office Manager and Assistant GM at the Comfort Inn & Suites, St. Johnsbury, VT to the bustling hub of Boston, where she is now GM of the Best Western Terrace Inn. Rachel, who has extensive hospitality experience with Linchris, got her first taste of life as a General Manager when she filled in during Brett Loehr's sabbatical, almost three years ago. "The entire staff pulled together during a very busy and successful winter season," Rachel recalled. "The experience gave me a real feeling of accomplishment and taught me that I had the potential to become a GM."

Since her arrival at the Best Western Terrace Inn, Rachel has dedicated herself to practicing quality customer service, while devoting time to building strong relationships with her staff. "I've been working at creating an open line of communication across all departments," Rachel said, adding that she prioritizes regular staff meetings to remain informed of important issues occurring within the hotel. Congratulations, Rachel - keep up the great work!

Turn to Sabbaticals on page 3

A Message from Chris

We are so fortunate to live in a region offering the best of all four seasons.



CEO, Chris Gistis

The various Linchris properties span the entire Northeast, providing travelers with a number of vacation options. Each property can optimize marketing efforts by capitalizing on its "seasonal strengths." If you're on Cape Cod, stay abreast of all that the region has to offer during the summer months. Hotels near Killington, Pico and Burke Mountains are positioned near three of the finest ski areas in the East and should "hit the ground running" each winter. Many of our properties are also prime places to catch nature at its best during the fall, complete with popular festivals in Keene and Vermont's "Northeast Kingdom."

There is always room for fresh ideas, which can lead to wonderful community partnerships and even more exciting options for guests. Schedule a brainstorming meeting where each staff member contributes reasons why vacationers love staying in the region. Create a "plan for all seasons," starting today!

Making Waves in Salem

The Holiday Inn, Salem, NH is getting into the "swim" of things, with the construction of its NEW pool and fitness center! The property began a \$600,000 renovation project in April. When completed in late summer, a 4,000 square foot ballroom, which has been underutilized as a storage annex, will be transformed into a pool and fitness center known as "Club Holiday." The indoor space will include: a 36' swimming pool; an eight-person whirlpool spa; a gym with men's and women's locker rooms that feature floor to ceiling mirrors; and rooms for storage and pool equipment. "We are excited to introduce "Club Holiday" to our hotel," said Rob McCarthy, Vice President of Operations. "We hope that it becomes a big draw for visiting groups, families and vacationers throughout the Salem/Andover region."



Architectural rendering of the new pool and fitness center at the Holiday Inn, Salem, NH

Engineering and Housekeeping Workshop a Success

The Holiday Inn, Concord, NH hosted a successful Engineering and Executive Housekeeping Workshop on March 2-3, 2004.

Project Manager Dennis Jakubowski and Linchris Vice President Robb Moskowitz hosted the two-day event, which

drew key staff members from throughout the company. Wendell Couch of Intercontinental Hotels was one of the industry experts who spoke at the event. He discussed security issues for guests and employees, as well as blood-borne pathogens. "Wendell had everyone on the edge of their seats," Dennis said. "His topics really hit home."

A main focus of this year's workshop for the engineers was the assembly of a Preventative Maintenance (PM) book for each property. The book consists of forms and checklists that allow the engineers to schedule and track the essential preventative maintenance of the hotels' mechanical systems. Heaters, pumps, ice machines, kitchen equipment, air conditioning units – in short, all the hotels' equipment and PM needs – are listed in this book. The "PM book" is an indispensable tool for properly maintaining the hotels' equipment and is a valuable timesaving and organizational tool. "Participants came away with a renewed sense of the importance of Preventative Maintenance," Dennis said.



Group photo from Engineering and Housekeeping Workshop



The Holiday Inn, Falmouth, MA hosted the Firebirds Forever Car Club for its "Headlights for Lighthouses Tour," which generated money for lighthouse preservation. The tour featured more than 300 cars, which toured the peninsula visiting a number of lighthouses. The hotel was decorated in car regalia and the property's Lighthouse Meeting Room offered a perfect backdrop for the group. Shown here, Assistant Food and Beverage Manager Natalie Bernardo and Executive Housekeeper Suzanne Fernandes strike a pose in front of GM Bob Anderson's Firebird!

An "Online Makeover"

The web sites for each Linchris property are undergoing an exciting transformation! "The Internet has become a critical marketing channel for the lodging industry, in terms of providing information, selling rooms and most importantly making hotels visible and accessible on the worldwide web," said Liz Jobin, Linchris Hotel Corporation Revenue Manager. "Now that our sites are search-engine friendly, we hope to achieve our main goal of converting more 'lookers' into 'bookers.'" The new sites feature customer reviews, specials and packages, as well as menu items for on-site restaurants. Now, travelers can easily access to up-to-the-minute specials about their chosen Linchris hotel destination. Watch for even more web sites to be completed over the coming months. Check out the new and improved sites for many Linchris hotels by visiting the "Properties" page on www.linchris.com!



www.capecodfourpoints.com

Cruising for Satisfied Clients

The Radisson Hotel, Williamsport, PA has preferred corporate clients who work hard, but play even harder. This was evident during the Client Appreciation Cruise on June 3rd. More than 50 guests attended the event,

representing such companies as Textron, ShopVac, Frito Lay, David R. Webb, C/S Group



Radisson staff and clients in front of the Hiawatha riverboat

and many others. After enjoying a buffet prepared by the Radisson's culinary staff, the group took a 90-minute cruise aboard the *Hiawatha* riverboat. A picturesque dessert table and an open bar complemented the festive mood. The Radisson's own guest service representative, Dan Carpenter, served as DJ. Some guests danced into the evening, while others casually conversed against the backdrop of a serene blue and pink summer sky. One client summed up the event quite nicely, saying, "Working with the Radisson is not just business, it's personal."

Sabbaticals continued from cover

lots of family time with her husband, Harold, and their son, Hunter. She is especially excited to "relax and enjoy the moment," boating on Lake Winnepesaukee during the warm summer months. "I have a fantastic, knowledgeable support team and am confident everything will run smoothly," Michelle said. Director of Sales Barbara Farley has assumed GM duties while Michelle is away. This is familiar territory for Barbara, who also filled in during Michelle's maternity leave in 2002. Barbara relishes the challenge of maintaining her duties as Director of Sales, while serving as GM. "I am working alongside seasoned employees," Barbara said. "They will be instrumental in making this a successful season for the property."

What's HappenINN'



A team from the Holiday Inn, Concord, NH took part in a "Rock 'n Race" fundraiser to benefit Concord Hospital's Payson Cancer Center. More than \$500 was raised and everyone enjoyed a fun afternoon! Shown here (l-r): Leah Laflamme, Avery Gorneau (Leah's son), Lauren Canepa, Christy Tirrell, Mylyn Sargent, Emily Gasper and Leslie Corriveau.



Linchris Vice President Rob McCarthy and his grandfather-in-law, Raymond "Tojo" Lashombe, 78, recently completed a 50K bike tour on Martha's Vineyard to raise money for the National Multiple Sclerosis Foundation. Raymond, who is legally blind and partially deaf, completed the ride on the back of a two-seat tandem bicycle, while Rob "piloted" in the front seat. The duo is currently training for a 150-mile ride from Quincy to Provincetown, MA also to benefit Multiple Sclerosis.



Keith Lada, Sous Chef at the Hampton Inn, Colchester, VT recently competed in his first marathon. He finished the Vermont City Marathon in 5 hours, 29 minutes, despite enduring a pulled muscle early in the race.

Breaking Ground



Shown here at the groundbreaking are (l-r): Dale Wells, General Contractor; Jim Hutchins, Sales Manager; Peter Murphy, Owner; Brett Loehr, Linchris Hotel Corp.; Jill Robie, General Manager; and Robb Moskowitz, Linchris Hotel Corp.

This summer, the owners of the **Comfort Inn & Suites, St. Johnsbury, VT** broke ground on the newest addition to their portfolio of properties. Linchris was chosen to manage the hotel, which will be built in Littleton, NH and is due to open in early summer 2005. This hotel will be a landmark destination for outdoor sports lovers and tourists alike because of its proximity to the White Mountains and Franconia Notch regions of northern New Hampshire.

New On Board

Welcome back to Tracy Terwilliger, Director of Sales, and Christina Moyer, Executive Housekeeper! Both women have returned to their positions at the **Holiday Inn Express, Poughkeepsie, NY** following leaves of absence.



The **Four Points, Eastham, MA** has appointed Mark Deane as the new Executive Chef at **Bellamy's Grill & Bar**.

Mark has developed a creative menu at Bellamy's with an emphasis on fresh ingredients.

Promotions

Dee Acioli was promoted to Assistant Executive Housekeeper at the **Comfort Inn, Hyannis, MA**.



Dee Acioli

Leah Laflamme has been promoted to the sales team at the **Holiday Inn, Concord, NH**.



Leah Laflamme

John Pickering was promoted to the maintenance department at the **Holiday Inn, Concord, NH**.



John Pickering

Tabitha Kreber was promoted to Front Desk Supervisor at the **Four Points, Eastham, MA**.



Tabitha Kreber

Danielle Houle has been promoted to Front Office Manager of the **Comfort Inn & Suites, St. Johnsbury, VT**.



Danielle Houle

Congratulations to **Chris Pajak** on his promotion to Front Office Manager at the **Best Western Terrace Inn, Boston, MA**.



Chris Pajak

Inn the News

Brett Loehr, GM of the **Comfort Inn & Suites, St. Johnsbury, VT** and his wife, Rebecca, welcomed into the world a beautiful baby girl, Grace.



The Loehr Family

Theresa Perkins, Front Office Manager at the **Red Roof Inn, Rutland, VT** married Kyle Beckwith on April 3.



Theresa Perkins and Kyle Beckwith

Holiday Inn, Weirton, WV GM JoAnne Matthews married Paul David Babela on May 8th.



JoAnne Matthews and Paul Babela

Steven Sleeper of the **Comfort Inn, Hyannis, MA** and his partner Steven Amaral were united on June 11th. The couple spent the weekend at the **Surfside Inn & Suites, Provincetown, MA**.



Steven Sleeper and Steven Amaral

Cathy Stickler, Controller for the **Radisson Hotel, Williamsport, PA** married Kent Poust on July 16.



Cathy Stickler and Kent Poust

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Linchris Hotel Corporation
 269 Hanover Street • Unit #2
 Hanover MA 02339
 (781) 826-8824
www.linchris.com