

Diana Karels named Linchris Employee of the Year



Diana Karels, Room Attendant at the Holiday Inn, Salem, NH, has been named "Linchris Employee of the Year 2004!"

Diana is the latest in a series of Linchris employees to be honored by this program, which allows each hotel's Employee of the Year to be considered as a candidate for this prestigious award. This annual tradition was designed to honor one exemplary employee who best represents the Linchris Hospitality Standards for a particular year.

Nominations are based on letters of recommendation from each hotel's General Manager. Diana's award includes a check for \$2,000; a stylish "night on the town," complete with dinner at CR Sparks Restaurant in Bedford, NH with her GM and Linchris executives; and a framed copy of her Insider cover story on display in the hotel's lobby throughout the year.

A longtime member of the Linchris team, Diana has been an employee at the Holiday Inn since 1994. Since then, she has proven her skills in a variety of capacities throughout the property. Over the years, she has demonstrated her versatility as a house person, laundry attendant, assistant housekeeper, and now in her current position as Room Attendant. Coworkers and guests alike recognize Diana for her cheerful attitude and ever-present smile. "Our guests absolutely adore Diana's positive attitude and willingness to accommodate their needs with such enthusiasm," said Holiday Inn GM Crista Hilliker. "She can teach everyone in our industry the key to reaching the top of their field and remaining there, through superior customer service."



Diana Karels receives the "Employee of the Year" award from Linchris Hotel Corporation executives and colleagues. Left-right: Liz Jobin, Linchris Revenue Manager; Chris Gistis, Chief Executive Officer; Michael Sullivan, President; Diana Karels, Linchris 2004 Employee of the Year; Rob McCarthy, Vice President; Crista Hilliker, General Manager, Holiday Inn, Salem, NH; Scott Tagle, Front Office Manager; Tammy Fortier, Executive Housekeeper.

In addition to her winning personality, Diana's ability to overcome personal hardship with dignity and grace made her a standout candidate for Linchris Employee of the Year. In November, Diana suffered a terrible loss when her mother was killed and father seriously injured in a car accident. When she reported for work as usual the next day, management suggested she leave work and go home. Diana responded, "I couldn't just sit at home. I was better off coming to work. I am so blessed to work at

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Sabbatical gives GM's a chance to shine

The Linchris sabbatical program continues to be a successful way for General Managers to step up and assume additional responsibilities, while Linchris employees are allowed a chance to recharge their batteries. This season, Vice President **Rob McCarthy** left his to-do list in the capable hands of two veteran Linchris GM's: **Bob Anderson**



Bob Anderson



Jennifer Locey

of the **Holiday Inn, Falmouth, MA** and **Jennifer Locey** of the **Radisson Hotel, Williamsport, PA**. Bob and Jennifer are shining examples of how a sabbatical not only provides some much-needed rest and relaxation; it also changes the way an executive approaches his or her job.

"My sabbatical allowed me to view the hotel from a guest's perspective," Bob, a 15-year Linchris employee, said. "Everything changes in a positive way, including how you relate to your staff as their manager. I was able to take stock of our property and really raise the bar for performance." Bob will oversee operations at the **Four Points, Eastham, MA** and the **Holiday Inn's** in **Concord** and **Salem, NH**, in addition to his regular duties in Falmouth.

Jennifer, a 14-year Linchris veteran, will oversee the **Holiday Inn**,

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A Message from Chris

This year, Linchris Hotel Corporation celebrates its 20th anniversary. We have come a long way since managing our first property, which is currently the Holiday Inn in Concord, NH. Through two



CEO Chris Gistis

decades of growth, we have continued to manage this hotel, while expanding our scope of influence to include more than 20 properties throughout the Northeast. Several of these are award-winning destinations, recognized for their high standards of hospitality and commitment to total guest satisfaction. Every achievement along the way, large or small, has been the result of a hardworking, dedicated staff that understands our philosophies and believes in the Linchris mission.

It is incredibly rewarding to work with such a fine group of people, at every level of the organization. Our tradition of promotion from within has allowed us to build a group of managers and executives who have grown tremendously, along with the company. Our staff sets us apart.

Congratulations to all of our 2004 Employees of the Year, who set an example of excellence for the rest of us to emulate. They are the reason we are celebrating 20 years of success in business, and why the next 20 will be even better!

Tage Inn the newest Linchris property



Linchris Hotel Corporation is pleased to announce its newest property under management: the **Tage Inn & Suites, Manchester, NH**. Many exciting changes will take place at the hotel this year. The property will soon be re-flagged as a **Holiday Inn**, offering the first-class amenities and guest service associated with one of the world's most recognized hotel chains. Additionally, guests will soon be able to enjoy a new restaurant opening at the hotel. This restaurant will feature a menu based on the "Common Man" family of restaurants, serving up their trademark fresh, hearty "Great American Fare."



Tage Inn staff

Tom Moore, a 35-year veteran of the hospitality industry, is General Manager of the property, formerly one of only four Tage Inn's across the nation. The 96-room hotel is conveniently located less than one mile from Manchester Airport, offering 24-hour airport shuttle service. Additionally, it offers a meeting facility for up to 50 people, a fitness center with an indoor pool and hot tub, laundry facilities, continental breakfast, high-speed internet and free local calls for guests.

"This will be an exciting year for the hotel and its staff," Tom said. "Holiday Inn has a history of industry excellence, and the name provides an additional level of recognition. Our new restaurant will offer guests an added dimension of convenience and service." Linchris bids a warm welcome aboard to Tage Inn and its staff!

New on Board



Marlys Rich

William Ventura joins the staff at the **Comfort Inn, Hyannis, MA** as a Guest Service Agent.



Joe Brooks

Joe Brooks is the new Sous Chef at the **Hampton Inn, Burlington, VT**. Joe oversees the kitchen at Kansas City Steakhouse. Formerly, he was employed at the Sheraton Four Points, Eastham, MA.

The **Holiday Inn, Concord, NH** welcomes **Marlys Rich** as its new Sales Manager, and **Mark McIntosh** as new Chief Engineer.

LINCHRIS HOTEL CORPORATION

Elizabeth Davis



Housekeeper
Best Western Inn & Suites
Rutland, VT

Jose DeMoura



Houseman
Holiday Inn
Falmouth, MA

Rosele Docarmo



Housekeeper
Tidewater Inn
West Yarmouth, MA

Christine Durfee



Housekeeper
Comfort Inn & Suites
St. Johnsbury, VT

Ana Enriquez



Housekeeping Supervisor
Holiday Inn Express
Rockland, MA

Sylvia Fowler



Housekeeper
Red Roof Inn
Rutland, VT

Serving Servicemen in Weirton

A newlywed couple recently received a heartfelt gift from the **Holiday Inn, Weirton, WV**. The hotel gave Joshua and Keren Martin, both U.S. Army specialists, a free overnight stay, breakfast and dinner for two at Undo's in honor of their recent marriage. Joshua left for service in Iraq shortly afterward. His mother, who used to work at the Holiday Inn, wanted to do something special for her son before he was scheduled to leave the U.S. **GM Joanne Babela** and her staff were happy to host the young couple, who met while serving overseas in Korea. "It's a touching story," Joanne said. "We were happy to give Joshua and Keren something to remember their wedding by, and to show our appreciation for their dedicated service to our country."



Joshua & Keren Martin

Promotions

Congratulations to **Brett Loehr**, who was recently promoted to Area Director of Operations. He will oversee the **Comfort Inn & Suites** and **Fairbanks Inn**, both located in **St. Johnsbury, VT**; and the **Hampton Inn, Littleton, NH**. Brett's is the latest "success story" illustrating the Linchris philosophy of promoting from within. He began work with the company as the General Manager of the Travelodge in Augusta, ME and later became GM at the Holiday Inn, Weirton, WV. Brett has been GM of the Comfort Inn & Suites, St. Johnsbury, VT, since its opening. In 2003, the property was recognized as "Comfort Inn of the Year" by Choice Hotels. This prestigious distinction placed the hotel at the top of its chain among approximately 1400 Comfort Inn properties nationwide.



Brett Loehr

St. Johnsbury Televised on Boston's WNDS!



The **Comfort Inn & Suites, St. Johnsbury, VT** and Burke Mountain were featured in an episode of "Must Ski TV," a weekly program dedicated to the New England mountain culture. The show airs every Thursday night from 8:00 - 10:00 p.m. on Boston's WNDS. Skiing novices and savvy pros alike tune in to catch the latest exciting news from slopes across the region.

The episode featuring St. Johnsbury was entitled "Small Mountains that ROCK!" Camera crews shot footage at the hotel and on Burke Mountain for three days during December.

INN the News

Theresa Beckwith, Front Office Manager at the **Red Roof Inn, Rutland, VT** and her husband Kyle recently became the proud parents of a beautiful baby girl, Lillian Sue Beckwith.



Sarah Benedict

Congratulations to **Sarah Benedict**, PM Desk Supervisor at the **Comfort Inn & Suites, St. Johnsbury, VT**. Sarah recently graduated from Lyndon State College with a Bachelor of Arts in Global Studies. She is interested in pursuing a career in the hospitality industry!



Theresa and Lillian Sue Beckwith.

Seeing Stars★★★★★

Actor **Austin Pendleton** (*A Beautiful Mind*) recently stayed at the **Best**



Jim Chester (left) with Austin Pendleton

Western Terrace Inn, Boston, MA while working on a theatre production. While there, he paused for a photo with Best Western staff member **Jim Chester**.

INDIVIDUAL HOTEL EMPLOYEES OF THE YEAR 2004

Scott Griffin



Sous Chef
Holiday Inn
Concord, NH

Dick Hough



Maintenance
Hampton Inn
Colchester, VT

Gale Howard



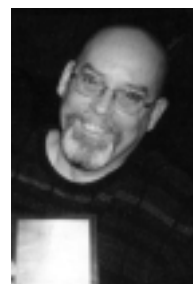
Housekeeper
Holiday Inn Express
Springfield, VT

Tabitha Kreber



Front Desk Supervisor
Four Points
Eastham, MA

William E. Mushrush



Breakfast Cook
Holiday Inn
Weirton, WV

Estella Reyes



Housekeeper
Holiday Inn Express
Poughkeepsie, NY

Renovations



Kansas City Steakhouse staff

A new **Kansas City Steakhouse** opened at the **Hampton Inn, Burlington, VT** in December! The new restaurant has been well received by guests and members of the local community. This is the fourth Kansas City Steakhouse featured at a Linchris property. The other restaurants are located at the **Holiday Inn, Concord, NH**; **Holiday Inn, Falmouth, MA**; and **Radisson Hotel, Williamsport, PA**.

Karels continued from cover

such a wonderful place and with such fantastic people, and to be able to say I LOVE my job and my coworkers."

"Diana's glass is always half-full and she never allows a guest to see anything but a wonderful smile and true hospitality," Crista added. "If we all take her philosophies to heart, we can't lose!"

Diana and her husband live in Salem, NH. She is planning to use her prize money to pay down her home mortgage, and also do some shopping for herself! Linchris applauds Diana Karels, who embodies all the qualities of a dedicated Linchris team member.

GM Thanks

Staff at the **Comfort Inn, Hyannis, MA** received the following note of thanks from the Chaplain of Cape Cod Hospital: *"On behalf of the entire hospital community, I want to commend and thank you for your generosity to the families of our patients during the recent holiday season. Yours is a great act of charity and kindness to those in need."* Each year, from December 24 - 26, Linchris hotels offer complimentary guest rooms to relatives of patients who are checked into nearby medical facilities. Relatives may stay for one, two, or all three nights.



Comfort Inn, Hyannis, MA staff

The **Holiday Inn, Concord, NH** has achieved award status for the first time in its ten years as a Holiday Inn! The hotel received the 2004 Quality Excellence Award, an honor based on guest service feedback. The property ranked 31st among the more than 900 Holiday Inn hotels in the world.

Sabbatical continued from cover

Weirton, WV as well as her own property. She mentioned that a sabbatical restores an executive's energy and enthusiasm. *"When I returned from sabbatical, I approached my job with a fresh pair of eyes,"* she said. *"I look forward to working with another GM and learning new ways to improve our individual properties."*

"I'm excited to spend time traveling with my wife, Sharron to Australia and New Zealand," Rob said on the eve of his sabbatical. *"I am confident that Bob and Jennifer will do a great job while I'm away."*

Rob began his Linchris career six years ago, as General Manager of the Holiday Inn, Salem, NH. He was later promoted to Director of Operations, and then his current position as Vice President. Rob and his wife live in Bedford, NH.



The **Holiday Inn Express, Keene, NH** was an exhibitor at the Keene Bridal Show. Director of Sales Terra MacLean (shown here) represented the property at the event, which took place on Sunday, January 23rd at Keene State College. This popular show has taken place for 26 years. Thirty vendors showcased their services to 75 brides-to-be during the show.

EMPLOYEES OF THE YEAR 2004 cont.

Stacy Seese



Front Office Manager
Radisson Hotel
Williamsport, PA

Florence Simoneau



Breakfast Server
Comfort Inn
Concord, NH

Dorina Weston



Housekeeper
Holiday Inn Express
Keene, NH

Not pictured:
Maia Santos
Housekeeper
Comfort Inn, Hyannis, MA

**Congratulations
to all our
Employees
of the Year!**



The **Holiday Inn, Concord, NH** hosted the Concord Chamber of Commerce's largest-ever Business After Hours event in December 2004. This annual tradition was a huge success! Attendees donated an unprecedented number of canned goods on behalf of the Concord Area Capitol Food Program.