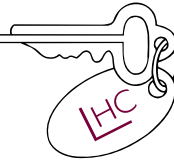


The Innsider

A Newsletter by Linchris Hotel Corporation



New General Managers exemplify Linchris commitment to "Promoting from Within"

Linchris Hotel Corporation's commitment to "promoting from within" continued this season, with the appointment of two new General Managers from our own "family." In early January 2006, **Eric Adnams** will leave his position as Assistant General Manager at the **Holiday Inn Express, Springfield VT** to assume General Manager duties at the **Holiday Inn Express, Poughkeepsie, NY**. Additionally, **Frank LaGrande**, who was most recently the Assistant General Manager at the **Holiday Inn Express,**

Poughkeepsie, NY is starting his new job as General Manager at the **Holiday Inn Express, Keene, NH**. Both men are long-time Linchris Hotel Corporation employees who have held a number of positions at their respective properties. They have also each had a taste of what it takes to be a General Manager, having handled a myriad of responsibilities during their General Manager's sabbaticals.



Eric Adnams and Frank LaGrande attend Holiday Inn Express General Manager training in Atlanta

Eric began his career in the hospitality industry in Springfield as a part-time Night Auditor. He quickly advanced through the ranks at the property, holding positions including Front Office Manager and Sales Manager. As an experienced employee at Holiday Inn Express, Eric understands the franchise's specific standards and practices, and is excited to apply the lessons learned from years on the job to a career as a General Manager. "I am looking forward to the opportunity and challenges of being a General Manager," Eric said. "It is wonderful to observe what other General Managers have accomplished and then work to build a team that helps the hotel excel, by growing bigger and better." The Springfield native looks forward to working in New York. "Poughkeepsie is only three-and-a-half hours from Springfield, and not far from New York City," Eric said. "My mother is already looking forward to visiting!"

Frank is a veteran employee at Linchris. He began working at the Poughkeepsie property in 1996 as a Front Desk Agent and was later promoted to Front Office Manager. Frank's General Manager, Hans Kleinganz, highlighted Frank's ability to strengthen any team in which he plays a role. "Frank is very talented at training people to become successful at their job," Hans said. "He has proven himself to be a dedicated service professional who is admired by guests and staff members alike."

Turn to Promoting on page 2

Holiday Inn wins Community Affairs Award



Staff at Holiday Inn, Concord, MA

The **Holiday Inn, Concord, MA** was the single recipient of Intercontinental Hotels Group's 2005 Community Affairs Award. This award is given annually to the Holiday Inn that demonstrates outstanding community involvement. GM **Susan Glover** was on-hand to accept the award at the Intercontinental Hotels Group's Investors Conference in Las Vegas in September. "I am so proud to be part of a group that truly knows the meaning of being a good neighbor!" she said. "More than half of our staff members participate in community events, not because they are required to do so, but because they enjoy giving back." Many Holiday Inn employees get their co-workers energized about a good cause, which often generates a team effort. This includes donating extra newspapers to the local Society for the Prevention of Cruelty to Animals, participating in the "Making Strides for Breast Cancer" walk, and a recent benefit comedy show that raised more than \$1,200 to help Hurricane Katrina victims.



A Message from Chris

I cannot think of a better way to finish our 20th anniversary year than to highlight a couple of success stories from among our ranks. This winter, Eric



CEO Chris Gistis

Adnams and Frank LaGrande, both longtime Linchris employees, will step into General Manager positions at our Holiday Inn Express properties in Poughkeepsie, NY and Keene, NH respectively. Both men began their Linchris careers as hourly staff, and have progressed to become key players on our team of dedicated service professionals.

Over the years, I have had the pleasure of seeing a number of our bright, energetic colleagues embark on the ambitious journey that leads to General Manager positions. Today, I am happy to report that in addition to Eric and Frank, 10 of our current General Managers have been promoted from within the corporation. Additionally, five of our current General Managers made lateral moves within the company, while two General Managers oversee multiple properties! These impressive statistics demonstrate our commitment to providing opportunities to employees who wish to advance their career in the hospitality industry, and our sincere desire to maintain a tradition of internal promotion.

Congratulations to our newest General Managers. Best wishes to our entire Linchris family for a wonderful holiday season, and a healthy, happy 2006.

New on Board

The **Hampton Inn, Burlington, VT** welcomes **Silvia Wehmuth** as its new Banquet Manager.



Silvia Wehmuth



Allisyn Marthers

Allisyn Marthers has joined the **Comfort Inn & Suites, St. Johnsbury, VT** and **Hampton Inn, Littleton, NH** as Director of Sales and Marketing.

Promoting *continued from page 1*

According to Frank, the experience he gained during Hans' sabbatical in 2003 was an invaluable learning opportunity. *"The sabbatical program really works in so many ways,"* Frank said. *"So often, people think of it in terms of how it recharges a General Manager's batteries, but it also grooms those in middle-management positions for advanced opportunities within the organization."*

In November, Eric and Frank traveled to Atlanta, GA to attend Holiday Inn Express General Manager training. There, they encountered real-life scenarios that required them to develop effective solutions, based on their hospitality training. Both men passed the course with flying colors and are thrilled to step into their new roles. Congratulations to both men, who are proof that our company produces stars in the hospitality industry.

Williamsport Re-branded as Holiday Inn

Change was in the air in Williamsport, PA earlier this fall, when the Radisson Hotel officially changed its franchise affiliation to become a **Holiday Inn** on November 2nd. The hotel, which is strategically located in the heart of Williamsport, is now recognized as the "Holiday Inn Downtown." This conversion marks a major step forward, as Holiday Inn is the most recognized hotel brand in the world, renowned for its service offerings, amenities and overall guest satisfaction.

According to General Manager **Jennifer Locey**, the transition was seamless and much anticipated because Linchris Hotel Corporation has extensive experience in successfully managing Holiday Inn properties. *"Holiday Inn offers Priority Club Rewards, which is one of the largest customer loyalty programs in the industry,"* Jennifer said. *"Our guests earn points that can be redeemed for benefits such as additional hotel stays, airline miles and merchandise."*

Renovations that coincided with the changeover include new carpeting and wallpaper in the corridor, new windows and digital air conditioning units and rose rock marble bathroom vanities in some rooms. Additionally, guests can look forward to the same great service that led to its wonderful reputation. This includes: delicious meals at Kansas City Steakhouse; free high-speed wireless Internet access; an indoor heated swimming pool and a modern fitness facility. The Holiday Inn Downtown is making its presence known with a marketing campaign based on *"HI expectations, a HI level of service and HI-end accommodations."* Stop by and see the changes for yourself!



Holiday Inn Williamsport staff members gather to celebrate their new brand

Linchris offers families a Home for the Holidays

Linchris properties have a long-standing tradition of goodwill toward the families of those hospitalized during the holidays. Each year, on Thanksgiving as well as the day before and after it, and 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.



"Family is the most important priority during the holidays. We acknowledge this by bringing patients closer to their loved ones when they can't be home for Christmas," said Linchris Hotel Corporation President Michael Sullivan. *"The stresses of the season are multiplied when someone you love is ill. We want to alleviate some of that tension by uniting families and allowing them to enjoy the holidays together."*

Those interested in learning more about this special offer can contact the Administrative Office or the Executive Secretary at the hospital where their relative is staying. The hospital will provide the hotel with all necessary guest information, so that everyone can enjoy a holiday with their loved ones.

Weathering the flood in Keene

Mother Nature dealt a considerable blow to Keene, NH this fall, but the **Holiday Inn Express** was fortunate in escaping damage from the flooding that occurred in the town during October. The devastating weather received extensive national television coverage. FEMA officials are still trying to restore normalcy in the hard-hit



Floodwaters around Holiday Inn Express, Keene, NH

area. The waters from several severe rainstorms made it all the way up to the property's front stalls, but only got as far as the hotel parking lot before receding. While the Holiday Inn Express is located right in the heart of town, it is fortunately situated at a slightly higher elevation. The water level rose just enough to "touch" the 1971 Austin London taxicab parked outside the hotel. The cab was brought over from England by one of the owners and has become a much-loved fixture at the property.

The Keene Pumpkin Festival itself was successful, despite the nasty weather conditions. Each year, the nationally renowned festival draws thousands of tourists to Keene, for an event that has taken its place in the Guinness Book of World Records for pumpkin carving! Though the town fell slightly short of its goal, they still featured 22,000 pumpkins. The Holiday Inn Express was sold out for the event, as in all recent years, and there were still the traditional fireworks during the festival. *"The hotel usually sells out 3-6 months ahead of time for the Pumpkin Festival,"* General Manager **Brian Anderson** said. *"This is due to our great location and the perks that we offer guests during this special weekend: tasty made-to-order breakfasts, as well as complimentary shuttle service to the heart of the festivities!"*

Staff at the Holiday Inn Express got in on the fun by participating in the hotel-sponsored scarecrow and pumpkin-making contests. The winner of the scarecrow contest was Room Attendant **Kathy Karanko**, whose scarecrow wore a Holiday Inn Express uniform!



Kathy Karanko



Progress continues on the new Hilton Garden Inn, Plymouth, MA. This fall, the property was "capped off," meaning the hotel's exterior "shell" is completed, including its walls, windows, doors and roof. A projected opening is slated for spring 2006. In related news, the J.D. Power & Associates 2005 Domestic Hotel Guest Satisfaction Index StudySM ranked the Hilton Garden Inn franchise #1 in "Highest Guest Satisfaction" for the fourth consecutive year! Watch for development updates as our newest property continues to take shape over the coming months.



Staff members from the Hampton Inn, Burlington, VT raised \$550 to benefit Easter Seals during the four-kilometer "Walk With Me" fundraiser on August 20th. Proceeds raised from the event helped send a child with disabilities to a weekend or summer camp. Shown here are members of the Hampton Inn team (l-r, back row) Denise Stoddert, Kelly Weaver, Peggy Weaver, Nick Pancoast. (front row l-r): Lainnie LaCroix, Sabrina Read, Jessie LaCroix and Matt Clancy.



The Holiday Inn, Concord, NH and the Holiday Inn, Salem, NH teamed up for a "ghoulish" good time at their combined Halloween party, which took place at the Concord property on October 28th. Shown here (l-r) Stefanie Cote, Michael Teoli and Laurie Gagnon from the Holiday Inn, Salem, NH attended the event.



The Tidewater Inn, West Yarmouth, MA got into the spirit of the season a little early this year, celebrating its holiday party on October 30th. "Many of our staff members are not with us in December," said General Manager Sylvie Martin-Moore. "This is a nice way to enjoy an early holiday celebration with everyone!" Employees participated in a traditional Yankee Swap, while enjoying good food and good company with friends and family.

INN the News

Stacia Miele, Sales Manager at the **Best Western Terrace Inn, Boston, MA** recently gave birth to a baby girl! Stacia is shown here with Sophia, who is her "newest arrival," as well as her son, John.



Stacia Miele with Sophia and John



Thom Pendris

Congratulations to proud dad **Thom Pendris**, Chief Engineer at the **Hampton Inn, Burlington, VT**. Thom's son, Randall Bishop, attended a U.S. Olympic Luge camp in Lake Placid this year, and was recently chosen to attend the Youth Development Program for the U.S. Olympic Luge team.



McCarthy's with baby daughter

Congratulations to **Rob McCarthy** and his wife Sharon, who welcomed baby daughter Lana Jade to their family on November 15th!



Wayne Valente

UPDATE: As we mentioned in our summer issue, **Wayne Valente**, Night Supervisor at **Best Western Inn & Suites, Rutland, VT** has been busy working 18-hour shifts as an Army National Guardsman in Kuwait and Iraq. The majority of his efforts involve patrolling the lower part of Basra in Iraq. As of press time, his official U.S. return date is set for this holiday season. His family and friends are all eagerly anticipating his arrival back home!

Business leaders welcome Hampton Inn

Business After Hours was anything but "business as usual" on November 9th at the **Hampton Inn, Littleton, NH**. More than 150 local business leaders from the Littleton



Shown here, at the event's ribbon-cutting ceremony, are (l-r): Jeff Marsh, President Elect of the Littleton Chamber of Commerce; Allisyn Marthers, Director of Sales and Marketing; Shawn Davis, Assistant Vice President and Commercial Loan Officer, National Bank of Middlebury VT; Peter Murphy, Owner; Jill Robie, General Manager; Susan LaMadeleine, Front Office Manager; and Brett Loehr, Area Director of Operations.

Area and Northeast Kingdom Chambers of Commerce were on-hand, along with Linchris representatives and key hotel developers, to mark the hotel's arrival within the community. Participants enjoyed self-guided tours through the hotel, where they viewed several different sleeping rooms, as well as the indoor pool, fitness center, arcade and common areas of the new hotel. "Our first few months in business have been excellent, thanks to our wonderful team of dedicated staff members," General Manager **Jill Robie** said.

Promotions

Jade Stringfellow has been promoted to Guest Service Supervisor at the **Holiday Inn, Williamsport, PA**.



Jade Stringfellow

Susan Owens has been promoted to Front Desk Supervisor at the **Comfort Inn, Concord, NH**.



Susan Owens

Brian Anderson has been promoted to General Manager of **Hilton Garden Inn, Plymouth, MA**. Brian will be starting at the site in early January.



Brian Anderson

Oliver Silva has assumed the position of Front Office Manager at the **Holiday In Express, Poughkeepsie, NY**.



Oliver Silva

Josie Carroll and **Sandy Mainolfi** have been promoted to Executive Housekeeper and Assistant Executive Housekeeper, respectively, at **Best Western Inn & Suites, Rutland, VT**.



Sandy Mainolfi and Josie Carroll

Coming in Spring 2006:

Watch for our
Employee of
the Year issue!