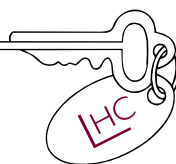


The Innsider

A Newsletter by Linchris Hotel Corporation



Peggy Weaver named Linchris Employee of the Year

Peggy Weaver, Breakfast Hostess at the Hampton Inn, Burlington, VT, was named "Linchris Employee of the Year 2005!" Peggy 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 the corporate title. This annual tradition was designed to honor one exemplary employee who best represents the Linchris Hospitality Standards for "Driving Excellence" in a particular year. Nominations are based on letters of recommendation from each hotel's General Manager. Peggy's award includes a check for \$2,000; a stylish "night on the town," complete with limousine transportation and dinner at the French restaurant Cafe Shelburne with acting GM Lainnie LaCroix and Linchris executives; and a framed copy of her Insider cover story, on display in the hotel's lobby throughout the year.



Peggy has been employed as a Breakfast Hostess at the Hampton Inn since October 2004. A true "early bird," her workday begins in the hotel lobby at 5:30 a.m. No matter what time of day, she is a shining example of Linchris' commitment to first-class hospitality: always ready with a smile and warm greeting for guests and fellow hotel staff alike. "Even when we have hectic mornings with a ski group of 100 high school kids or two or more buses of seniors, Peggy goes out of her way to be friendly and accommodating," Lainnie said.



Left-right: Liz Jobin, Linchris Hotel Corporation Revenue Manager; Robb Moskowitz, Linchris Hotel Corporation Vice President; Lainnie LaCroix, Hampton Inn Director of Sales; Peggy Weaver; Christopher Gistis, Linchris Hotel Corporation CEO and Michael Sullivan, Linchris Hotel Corporation President.

Between the hours of 6:00-10:00 a.m., the continental breakfast area is the busiest place in the hotel. Peggy, however, handles her multitude of responsibilities with composure. Each morning, she prepares eggs, sausage and hot biscuits for the hotel's guests. She even goes a few steps further, by providing china for guests who like larger cereal bowls, or who want to enjoy a meal in their room later in the day. In addition to her hostess duties, Peggy keeps both eyes on the "behind the scenes" operations of the breakfast area, ensuring that the lobby area is always well lit, all equipment is maintained properly and all products, from

Turn to Weaver on page 4

Another Sabbatical Success Story

In January, General Manager Nick Pancoast of the Hampton Inn, Burlington, VT, embarked on a sabbatical that included ski trips to Jackson Hole, WY and Salt Lake City, UT and even a trip to Africa. A true adventurer, Nick made sure that every day of his sabbatical was action-packed. He even created a web site with a log of his activities, so the folks back home could see his 'round the world exploits. Visit www.nicksabbatical.com for a play-by-play description of life on sabbatical.



Nick Pancoast

Nick is the most recent GM to benefit from the Linchris sabbatical program, which is meant to help recharge the batteries of longtime, valued managers. Simultaneously, the program grooms a qualified staff



Lainnie LaCroix

member to step into the GM's shoes for three months, offering a taste of what it is like to work "at the helm" of a busy Linchris property. This time, the job fell into the capable hands of Director of Sales **Lainnie LaCroix**. Lainnie has worked at the property for 17 years. She started as Director of Purchasing, and has since worked in a variety of capacities, including Director of Catering, Catering Sales, Assistant GM - and even a two-year stint as General Manager, before the hotel became a Linchris property in 2003. In fact, in 1996, while Lainnie was

Turn to Sabbatical on page 4

A Message from Chris

While this issue of *The Insider* was in production, the 2006 Winter Olympics were taking place in Torino, Italy. In addition to the incredible displays of strength and courage, it is wonderful to see how supportive the athletes are of each other, and how enthusiastic each individual is about being a member of the team. I am proud to say the same holds true in our organization. Each of our properties is made strong by the entire team of people who work there, every day. The nomination letters that our General Managers wrote on behalf of our 2005 Employees of the Year are a testament to the outstanding team members throughout our company. With this in mind, I award everyone a much-deserved gold medal in hospitality!



CEO Chris Gistis

In property news, I am delighted to report that construction continues at a brisk pace on our newest hotel: the Hilton Garden Inn in Plymouth, MA. Watch for its opening in Spring 2006. A warm welcome is also extended to our newest family member: the Fairbanks Inn in St. Johnsbury, VT. Our company continues to grow in exciting new directions, from the Northeast Kingdom of Vermont to the South Shore of Boston and beyond!

Hilton Garden Inn: Weeks Away from Opening!

Opening day for the new **Hilton Garden Inn, Plymouth, MA** is fast approaching! The 130-room, five-story hotel is located off Exit 5 on Route 3, just 10 miles north of Cape Cod and 30 miles south of Logan International Airport in Boston. The hotel will include a number of amenities for business and leisure travelers, including 1300 square feet of meeting facilities, an indoor pool, whirlpool and fitness center. Guestrooms will also boast a number of state-of-the-art features, including: complimentary high-speed Internet access and secure, remote printing to the hotel's 24-hour business center; an oversized work desk; two telephones featuring voicemail, speaker capability and data port; and a high-definition television with on-demand movies, video games and complimentary HBO®. Additionally, all guests will enjoy a cooked-to-order breakfast buffet, served in the Great American Grille, cocktails in the Pavilion Lounge and a Pavilion Convenience Mart open 24 hours, in-room coffee makers, microwaves, refrigerators, irons, ironing boards and room service courtesy the nearby 99 Restaurant. The revolutionary Garden Sleep System™, offering self-contouring beds and 100% virgin wool bedding, will be featured in all King Rooms.



Shown here (l-r): Director of Sales and Marketing Moriah Saccardo Roscoe; Chief Engineer Bill Dunfee and Assistant General Manager Jessie Jenkins.

In addition to General Manager Brian Anderson, Linchris has named Moriah Saccardo-Roscoe as Director of Sales and Jessie Jenkins as Assistant GM. Moriah is a seven-year hospitality industry veteran, who holds a degree in Hotel and Restaurant Management from Johnson & Wales University. Jessie served most recently as the Assistant GM and in-house Sales Coordinator at the Comfort Inn, Concord, NH. She has been a Linchris employee for more than four years.

Welcome to the Fairbanks Inn!

There is a new Linchris property in the Northeast Kingdom: the **Fairbanks Inn, St. Johnsbury, VT**. General Manager **Kelly Goslant** and Area Director of Operations **Brett Loehr** work together overseeing the property. Located two miles from our award-winning **Comfort Inn & Suites, St. Johnsbury, VT**, the Fairbanks Inn offers 45 guestrooms, spacious mini-suites, romantic honeymoon suites and even pet-friendly rooms! The hotel also features an outdoor heated pool and rooms and suites with private balconies. Visit www.stjaj.com to learn more about the property!



Shown here outside the hotel are (l-r): Kelly Goslant, General Manager; Amy Putvain, Front Desk Agent; Becky Labor, Executive Housekeeper; Linda Samson, Assistant Executive Housekeeper and Gerald Bayette, Room Attendant.

LINCHRIS HOTEL CORPORATION

Claudette Alexis



Housekeeper
Best Western Terrace Inn
Boston, MA

Mary Senecal



Laundry
Best Western Inn & Suites
Rutland, VT

Lynn Hersey



Housekeeper
Comfort Inn
Concord, NH

Adriano D'Oliveira



Houseman
Comfort Inn
Hyannis, MA

Judith Daigneault



Breakfast Server
Comfort Inn & Suites
St. Johnsbury, VT

Cassandra Silvia



Front Desk Sales
Four Points
Eastham, MA

Lending a Hand to our Troops

In February, a group of 54 U.S. Marines had an unexpected "layover" at the **Holiday Inn, Falmouth, MA**, for two nights, when their airplane broke down on the way to Iraq. Many staff members' heartstrings were tugged at the sight of these young men, whose feet would be walking in desert sand in just a few days' time. Employees felt compelled to do something for the group, and were stirred to take action. A letter was drafted to the troops, thanking them for their service to our country. The letters were placed inside "goodie bags" that held a variety of local treats, such as Cape Cod Chocolates and homemade cookies, as well as fruit and water. The bags were then hand-delivered to each of the Marines. A wonderful example of Cape Cod hospitality at its finest!



Shown here (l-r): Michelle Waldon, Assistant GM; Chris St. John, Executive Chef; and GM Bob Anderson get down to business, stuffing "goodie bags" for their military guests.

Holiday Inn "Adopts a Family"

As a community service project, the employees of the **Holiday Inn, Weirton, WV**, banded together in order to adopt an area family in need during the holiday season. Everyone joined in to create a real team effort that included purchasing a ham and a turkey with all the trimmings for a wonderful holiday dinner. In addition, the staff purchased gifts for the entire family, including four children ranging in age from four to 10-years-old.



Shown here, gathered together for a group photo, are (l-r): Bradford Degenkolb, Front Desk Associate; Mary Lou Hood, Laundry; Brenda Tennant, Assistant Executive Housekeeper; Kelly Grzybek, mother of the adopted family; and General Manager JoAnn Babela.

With a little help from Kelly, the children's mother, the staff was able to select clothes and toys that were the perfect "fit" for each child. "We had a great time reaching out to help one of our local families," GM **JoAnn Babela** said. "This was another way for us to extend our goodwill and spirit of service to the community."

Promotions

Brandy Wenner has been promoted to Director of Sales at the **Holiday Inn, Weirton, WV**.



Brandy Wenner

Jackie Vesey has been promoted to Front Office Manager and Sales Coordinator at the **Comfort Inn, Concord, NH**.



Jackie Vesey

Congratulations to GM **Bob Anderson** of the **Holiday Inn, Falmouth, MA**.

Bob was recently promoted to Area Director of Operations, overseeing several Cape Cod properties.

Bob is a 16-year veteran of Linchris Hotel Corporation. His Linchris career has included positions as Beverage Manager, Food and Beverage Manager and his current role as GM.

Bob's experience and his regional knowledge of Cape Cod make him an ideal candidate for the job, and the latest example of our belief in promotion from within the corporation!



Bob Anderson

INDIVIDUAL HOTEL EMPLOYEES OF THE YEAR 2005

Theresa Velasquez



Food & Beverage Steward
Hilton Garden Inn
Islip, NY

Donna Six



Housekeeper
Holiday Inn
Weirton, WV

Jeff Bilger



Night Auditor
Holiday Inn
Falmouth, MA

Sonja LeBlanc



Night Auditor
Holiday Inn Express
Keene, NH

Jose Hernandez



Housekeeper
Holiday Inn Express
Poughkeepsie, NY

Lynn Lique



Housekeeper
Holiday Inn Express
Springfield, VT

Manchester, NH property re-branded as Holiday Inn!

Many thanks to the staff at the **Holiday Inn, Manchester, NH**. In December, the hotel converted to a full-service Holiday Inn from its former identity as a Taje Inn. The hotel also added a new restaurant: the "Airport Diner." This 157-seat retro-style restaurant takes diners back to the days of frappes, floats, burgers and other delicious diner food.



Holiday Inn

The Common Man Restaurant Group, a very successful, highly-recognized chain of 13 restaurants in the greater NH area, operates the Airport Diner. *"The changeover from an independent property to a chain-affiliated property has allowed us to actively pursue corporate business,"* said General Manager Tom Moore. *"So far, everyone - both guests and the members of the hotel - are very pleased with the transition!"* Guests also love the hotel's proximity to Manchester International Airport, as well as its indoor pool, whirlpool, fitness center and cocktail lounge.

Weaver continued from cover

silverware to condiments, are of the highest quality. Her emphasis on quality control even extends to the economical use of these products, as she makes sure that no items are used wastefully. This "due diligence" saves the property considerable money in the long run!

"You might say Peggy is our guest and employee greeter, weather girl, information/welcome center as well as the breakfast hostess, and she always does these tasks with unbridled enthusiasm," Lainnie added. *"She exemplifies the four Linchris Service Standards each & every day and can always be found going above and beyond the call of duty. It is a pleasure to have her on our team!"*

Linchris Hotel Corporation congratulates Peggy on her outstanding achievement, and applauds the everyday example she sets for us all - as a hospitality superstar!

Sabbatical continued from cover

Assistant GM, the hotel was one of 20 properties nationwide selected to receive the prestigious President's Award, recognizing service excellence.

"It has been exciting to learn the Linchris management style, and the processes that add up to seamless hotel operations," Lainnie said. *"The entire staff is working as a team to get things accomplished."* Lainnie's responsibilities have included: purchasing a new shuttle van to bring corporate guests and vacationers to and from the airport; meeting the needs of guests during the busy ski season; and attending the Hampton GM Conference Summit in February. *"This has been a wonderful opportunity for Nick and I,"* Lainnie said. *"He will be ready to hit the ground running when he gets back, and I appreciate the added experience I have received."*

EMPLOYEES 2005 cont.

Roger Blanchette



Maintenance/Driver
Holiday Inn
Manchester, NH

Violet Roach



Helen's Diner
Tidewater Inn
West Yarmouth, MA

The staff at the **Hilton Garden Inn, Islip, NY**, extends well wishes to Amy Klemm, who has worked in both the housekeeping and in food & beverage departments since the hotel opened its doors. In



Amy Klemm

February, Amy left for Hawaii, joining the Army full-time. Best of luck, Amy! You will be missed.

INN the News

Congratulations to **Brittany Bishop**, Housekeeper at the **Hampton Inn, Littleton, NH**. Brittany gave birth to a baby boy, **Mason Arthur Mosher**, on January 13th.



Brittany Bishop and Mason Arthur Mosher

On November 26th, Front Office Manager **Amrit Kaur** of the **Hilton Garden Inn, Islip, NY**, married **Joe Hoffer** in a traditional Sikh ceremony.



Amrit Kaur (l) and Joe Hoffer (r)

New on Board

The **Holiday Inn, Manchester, NH** welcomes **Molly Mullholand** as its new Sales Manager.



Molly Mullholand



How "suite" it is!

The **Holiday Inn, Salem, NH** recently completed renovations to ten extended suites. Three of these special suites feature fireplaces, one offers a sauna and three feature flat-screen televisions. Shown here, housekeepers **Carmen Montes** (left) and **Iris Rivera** (right) stand beside the flat-screen television in one of the hotel's new extended suites.