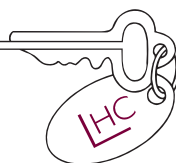


The Innsider

A Newsletter by Linchris Hotel Corporation



Watch for our
Employee of the Year issue...
Coming Spring 2007!

Linchris Continues Tradition of Promoting from Within

Bob Anderson, Liz Jobin and Nick Pancoast assume new positions

Linchris Hotel Corporation's commitment to "promoting from within" continued this season with the promotion of three veteran employees. The announcement was made by Linchris President Michael Sullivan at the 2006 General Manager Conference.



Nick Pancoast, Liz Jobin and Bob Anderson

Bob Anderson, General Manager of the Holiday Inn, Falmouth, MA was promoted to Area Director of Operations for Cape Cod; **Nick Pancoast**, General Manager of the Holiday Inn, Salem, NH was promoted to Area Director of Operations for Holiday Inn, Salem and the Hampton Inn, Burlington, VT; and **Liz Jobin** was promoted to Vice President of Revenue Management.

Bob Anderson has held a wide range of positions during his 17 year tenure with the company. Originally hired as the Lounge Manager in Williamsport, PA, Bob worked his way north to Concord, NH where he held the position of Food and Beverage Manager. He was then promoted to the position of General Manager for Days Inn in Lynn, MA and then General Manager in Springfield, VT. Bob has been working on Cape Cod since 1997.

"Bob's long standing track record with Linchris as well as his recent contribution to the successful summer at the Sheraton Four Points and the Ocean Park Inn in Eastham, MA made him a perfect candidate for this position," said Michael.

As Area Director of Operations for Cape Cod, Bob is responsible for assisting the General Managers of the Cape properties including: Holiday Inn, Falmouth; Comfort Inn, Hyannis; Ocean Park Inn, Eastham; Sheraton Four Points, Eastham; and the Surfside Inn, Provincetown.

"It's great to be a part of an organization such as Linchris," Bob said. "Linchris' approach to hotel management is unique; as a GM you feel as though the hotel is your own, and you are just receiving added guidance. The trust they put in their staff is incredible."

Nick Pancoast has been in the hotel industry for 26 years, and began his Linchris career as the General Manager of the Holiday Inn, Concord, NH.

Award Winning Hotels

Congratulations to the **Holiday Inn Manchester Airport** and General Manager **Tom Moore** for receiving the 2006 Newcomer Award, which was presented at the InterContinental Hotels Group (IHG) Conference. This year's conference was held October 4th and 5th at the Metro Toronto Convention Center. Holiday Inn Manchester Airport was one of only five hotels worldwide to receive this honor.



Manchester Newcomer Award and winning staff

All Holiday Inn properties that have joined the franchise system worldwide within the past year are eligible to receive the Newcomer Award. In December 2005 the property converted to the Holiday Inn franchise. This past year the Holiday Inn Manchester Airport also became a full-service hotel with the addition of the Airport Diner, operated by the Common Man Restaurant Company.

"We are thrilled to have received this honor," Moore said. "The award is based on guest satisfaction ratings, which make this honor even more special. Pleasing guests is our main priority and it is a great feeling to know that we accomplished our goal."

The Holiday Inn Express, Poughkeepsie, NY also received an award for its renovations that were completed in January 2006. The property received the award for its exterior renovations, including an entire new exterior facade and the installation

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The Linchris Innsider is a publication of Linchris Hotel Corporation

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A Message from Chris

As 2006 draws to a close I would like to take a moment to reflect on what makes a hotel stand apart from the competition.

There is more to a hotel than the size of the rooms and the comfort of the beds. These factors alone will not keep guests coming back, but a pleasant experience with the staff leaves a lasting impression.



CEO Chris Gistis

The success of our hotels is very much dependent on the service that we deliver to our guests. It is for this reason that we've introduced our "SMILE and GREET" program. We are encouraging employees to make eye contact with guests when you are within 10 feet and extend a greeting when you are within five feet. You will find that eye contact, a smile and a simple hello can go a long way. We want our hotels to provide a warm, welcoming atmosphere. Many of the guests that stay with us are traveling out of necessity. We don't want to be just another stop along the way. We want our guests to feel at home and to enjoy their stay.

Start 2007 off on the right foot. Make it your New Year's resolution to put forth that extra effort to share a smile. Best wishes to our entire Linchris family for a wonderful holiday season, and a healthy and happy 2007.



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," said Linchris Hotel Corporation President **Michael Sullivan**. "We acknowledge this by bringing patients closer to their loved ones when they can't be home for Christmas. The stresses of the season are multiplied when someone you love is ill," Michael added. "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.

Promotions

Bradford Degenkolb was recently promoted to the position of Sales Manager at the **Holiday Inn of Weirton, WV**. For the past two years Bradford has worked as a Front Desk Agent for the hotel.



Bradford Degenkolb and JoAnn Babela, GM

Stephanie Parker of the **Holiday Inn Express in Springfield, VT** was promoted to Executive Housekeeper. She started while still in high school and has held a variety of jobs at the property, including Housekeeper and Front Desk Clerk.



Stephanie Parker (c) and the Springfield VT housekeepers

Alynn Morgan of the **Holiday Inn of Falmouth, MA** was promoted to Assistant Executive Housekeeper. Alynn's strong organizational and communication skills and her desire for guest satisfaction make her the perfect person for the job.



Lynn Armstrong



Christine Landry



Alynn Morgan

Christine Landry of the **Holiday Inn of Salem, NH** has been promoted to the position of Assistant Housekeeper.

Lynn Armstrong of the **Hampton Inn in Burlington, VT** has been

promoted to Director of Catering. Lynn will now oversee catering sales and the banquet department. She will be single-handedly responsible for making sure all 43 weddings booked in 2007 go off without a hitch.

After Foliage Party

Foliage time is a busy season for the staff of the Best Western of Rutland, VT. This year was the busiest of all! Some days the hotel would host up to three tour buses of foliage watchers at a time, which is a record achievement. The Best Western treated all of its employees to an "After Foliage Party" luncheon, along with a secret gift drawing and goodie bags in appreciation of all their hard work.



Pictured above (l to r, front row): Rita DeRoxas, Marsha Hesse and Tess Sweeney join (l to r, middle row): Tracy Berry, Gary Randall, Cathy Robideau, Kim Bryan, Wendy Bissell, Sandy Manolfi and Josie Carroll for a photo with (l to r, back row): John Cuva, Louie DeRoxas, Michelle Bassett, Danielle Burke, Contessa Brusco, Tammy Wortman, Mary Vargr, Cheryl Evans, Mary Senecal and MJ Woods.

Promoting continued from cover

He later moved on to the Hampton Inn, Burlington, VT. Currently, he is the General Manager at the Holiday Inn, Salem, NH. In his new Area Director position, Nick will continue to serve as General Manager of the Salem Holiday Inn and will oversee the management of the Hampton Inn, Burlington, VT.

"Working for Linchris has been a great experience for me," Nick said. "Linchris does a great job of balancing guest and employee satisfaction. I'm excited to be taking this next step in my career and I hope to continue to grow with the company."

Another long time employee, Liz was a student at Plymouth State College studying marketing when her sister encouraged her to get a summer job as a Front Desk Clerk in Concord, NH. Over the past 17 years Liz has since worked her way up the ranks holding such titles as: Front Office Manager; Controller, General Manager (for several properties); Revenue Manager; and now Vice President of Revenue Management.

Liz will now work with the properties, one-on-one, to determine available revenue and the best methods to utilize those resources. Liz is also responsible for overseeing the Linchris web sites to assure that they are accurately representing the hotels and Linchris, and that those sites are receiving good ratings on third party travel sites such as Expedia and Hotels.com.

"Working for Linchris has been a great experience for me," Liz said. "I have had the opportunity to grow with the company and see it expand from only a few hotels to become the company it is today. I am proud to be a part of such a great organization."

"Liz's experiences at Linchris have enabled her to hone her analytical skills which have contributed greatly to her success," said Sullivan.

Bob Anderson and Nick Pancoast are joining ranks with Brett Loehr, who is also an Area Director of Operations overseeing the Fairbanks Inn of VT the Comfort Inn in St. Johnsbury, VT and the Hampton Inn of Littleton, NH.

Congratulations Bob, Liz and Nick on your new positions!

Check us out online!



Linchris Hotel Corporation web site has a fresh, new professional look courtesy of Milestone out of Silicon Valley. The new site complements the appearance of the sites dedicated to each of our properties. Check it out for yourself today at www.linchris.com!



Employees from the Holiday Inn in Falmouth, MA prepared for emergencies by completing a CPR certification class. Congratulations to the individuals that all passed with flying colors! Pictured above (l to r): Diana Sanchez, Business Manager; Chris St. John, Executive Chef; Suzanne Fernandes, Executive Housekeeper; and Brad O'Keefe, Food & Beverage Director.



Employees of the Fairbanks Inn in St. Johnsbury, VT recently got a taste of "life in the fast lane" when four-time NASCAR Cup Series Champion Jeff Gordon's race car made an appearance at the hotel. Pictured above: Emily Rapp, front desk agent poses in the winner's circle.



On October 21st the Holiday Inn Express of Keene, NH hosted its annual Pumpkin Festival. Over 80,000 people were in attendance, shattering the existing attendance record by 10,000! The weekend was topped off with made-to-order omelets and eggs for all Holiday Inn Express guests, prepared by General Manager Frank LaGrande, breakfast host Deb Columb and Chief Engineer Todd Pickering. It was a great weekend for everyone who attended.

INN the News

Kudos to **Ginny Ryan**, a Housekeeper at the **Holiday Inn of Falmouth, MA**. While cleaning rooms, Ginny came across \$600 mixed in with the dirty sheets. Ginny immediately turned her find in to her supervisor. The very next day a guest reported that she was missing \$600! As a reward for her honesty and quick thinking Ginny received a \$50 Wal-Mart gift certificate and was treated to lunch by General Manager Bob Anderson and the Executive Housekeeper. Thank you Ginny for exemplifying how all Linchris employees should conduct themselves!



Ginny Ryan



Daniel DeMiranda

Daniel DeMiranda, a lifeguard for the **Comfort Inn of Hyannis, MA** recently competed in the New England TaeKwonDo Championship and walked away with two gold medals! After taking a four year break from competing, Daniel got back in the ring and won both the junior and adult categories!

Diana Karels, member of the **Holiday Inn of Salem, NH** housekeeping staff recently started volunteering at Food for the Hungry. Diana has been an employee at the Holiday Inn of Salem since 1994. Diana was the Linchris Employee of the Year in 2004.



Diana Karels

Employee Appreciation

The **Hilton Garden Inn of Plymouth**, hosted a Housekeeping Appreciation Week this fall, complete with contests and prizes to thank the housekeepers for a job well done. The week included prizes for the best made-to-order omelet, housekeeping inspections, the fastest bed-maker and the best towel stacker. The week was capped off by a luncheon for the entire housekeeping department. Best of all, the managers were in charge of taking out the trash at the end of the week!



On November 7th and 8th the General Managers of Linchris Hotel Corporation descended upon Linchris' newest property, the Hilton Garden Inn of Plymouth, MA for the 2006 General Managers conference.

Award Winning continued from cover

of new windows, giving the property a modern look. The lobby and breakfast area were also renovated. Holiday Inn Express of Poughkeepsie's appearance exemplifies what the IHG feels a Holiday Inn Express should look like.

"It was a great feeling to be up on stage accepting the award from our peers," said Eric Adnams, General Manager. "The statue we were awarded has a place of honor at our front desk for all our guests to see when they arrive. We're thankful that we have owners that continually invest in our property to make us the best Holiday Inn Express possible."

New on Board

Maureen Brown recently joined the Linchris family as the new General Manager of the **Hampton Inn in Burlington, VT**. Prior to joining the Hampton Inn, Maureen was the General Manager of the Comfort Inn of St. Albans, VT. Welcome aboard Maureen!



Maureen Brown

Ed Sanders was recently hired as the new Banquet Manager at the Hampton Inn of Burlington, VT. Previously, he was the Banquet Supervisor at a Doubletree property in Vermont.



Ed Sanders

Comfort Inn of Hyannis, MA welcomed a new employee this fall. Anthony Eckert was hired as a Chief Engineer.



Anthony Eckert

Shannon Rudolph recently joined the Linchris staff as an Administrative Assistant at the corporate offices in Hanover.



Shannon Rudolph

Welcome to all the new employees!



Eric Adnams (c) with award-winning staff