



## Plymouth Open for Business!



Ribbon-cutting ceremony at the Hilton Garden Inn in Plymouth

On May 1st, **Linchris Hotel Corporation's** newest property, the **Hilton Garden Inn**, opened its doors in historic **Plymouth, MA!** The hotel's management team, community members and Linchris officials celebrated the hotel's arrival with a ribbon cutting at the property on May 8th. The 130-room Hilton Garden Inn is conveniently 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 five-story Hilton Garden Inn in Plymouth includes a number of amenities for business and leisure travelers, including 1300 square feet of meeting facilities. Guestrooms boast a number of state-of-the-art features, including: complimentary high-speed internet access; secure, remote printing to the hotel's business center; an oversized work desk; two telephones featuring voicemail, speaker capability and data port; and a high-definition flat-tube television with on-demand movies, video games and complimentary HBO®. Additionally, all guests will enjoy in-room coffee makers, microwaves, refrigerators, irons and ironing boards. The revolutionary Garden Sleep System™, offering self-contouring beds and 100% virgin wool bedding, is featured in all king rooms.

Numerous shopping, dining and entertainment options are just steps from the Hilton Garden Inn, as the hotel's closest neighbor, the popular "Shops at 5" retail community, is located directly across the street. Hotel visitors can also tour Plymouth's historic sites, including a full-scale replica of the Mayflower (celebrating its 50th anniversary this year), Plimoth Plantation and the legendary Plymouth Rock. Plymouth is also a great place to sample the local seafood, embark on a whale watch or simply soak up the sun at one of the many beautiful area beaches.

Turn to **Hilton Garden** on page 4

## Sabbatical Program offers summer adventures - in and out of the office!

Linchris is proud to continue its successful sabbatical program this summer, with GM **Kim Bryan** of the **Best Western Inn & Suites, Rutland, VT** taking three months off, to recharge with her family. Kim, who has worked in the hospitality industry for 15 years, joined the Best Western Inn & Suites team as GM in May 2001. The hotel has enjoyed considerable growth since Kim came on-board. This summer, Kim will enjoy some well-deserved vacation time, doing an extensive amount of camping in the family's recently-purchased camper to such picturesque destinations

as the White Mountains, NH, Lake George and Maine, along with her family: husband Travis and their three children: Cody,

Connor and Cameron.



Front Office Manager Cathy Robideau (seated) with Hans Kleinganz, Area Director of Operations and GM Kim Bryan

Kim 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 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. Front Office Manager and hospitality

Turn to **Sabbatical** on page 4

## A Message from Chris

Summer is here: a time when the "great outdoors" and family vacations start to beckon. This season, make an effort to be a hospitality superstar. Smart, successful businesspeople, no matter what their job title is, attract and retain customers when they know their product inside and out. What does this mean in the hospitality industry? For vacationers and visitors who are new to the area, the opportunity to speak with a helpful, informed community member who can answer a variety of questions is worth its weight in gold. As General Managers, Assistant General Managers, Sales and Marketing Directors, Front Desk Representatives, Housekeepers and Engineers, we all have the opportunity to be that person. This is an exciting challenge!

Some questions are objective, with a definite answer: How do you get to the airport from here? Where is your fitness center? What is the "drive time" to reach a popular local landmark? Some are subjective, asking your opinion as a "local expert": What is the most beautiful beach in the area? Where can I get a mouth-watering lobster dinner? What are some kid-friendly activities available nearby?

Our ability to answer these and countless other guest inquiries in a friendly, informed manner makes a huge difference. Be patient and give every inquiry the time and attention it requires, because the proper response can often lead to satisfied, repeat customers. Best wishes for a safe and happy summer!



CEO Chris Gistis

## Two properties go smoke-free!

Guests and employees at a couple of Linchris hotels are "breathing easier" this season, thanks to their status as completely non-smoking properties!



Holiday Inn Express, Keene, NH Staff

The new **Hilton**

**Garden Inn, Plymouth, MA**, and the **Holiday Inn Express, Keene, NH**, are both 100% smoke-free properties. The decision to go "smoke-free" reflects Linchris' commitment as a hospitality industry leader concerned about maintaining the health and well-being of its guests and employees. Both hotels are at the forefront of the anti-smoking trend that is sweeping the nation.

According to the *American Lung Association's* January 2006 report entitled *Trends in Tobacco Use*, U.S. cigarette consumption has declined by approximately 100 billion cigarettes over the past decade. The report also states that more individuals are quitting smoking than ever before. In fact, in February 2002, Keene became the first city in New Hampshire to ban smoking in restaurants, with the exception of restaurants with separately ventilated bars. In Massachusetts, public buildings, restaurants and bars are now non-smoking environments, indicating a trend that is gaining momentum throughout the service industry.

Despite the changing public perception of smoking, hotels featuring a completely smoke-free environment are still relatively rare. In fact, both the Hilton Garden Inn and the Holiday Inn Express will be among the only totally smoke-free hotels in their respective regions, offering a "fresh air" alternative to other area hotels. *"The American Lung Association of New Hampshire applauds the Holiday Inn Express for taking a giant step forward in improving the public health of its guests and employees,"* said Beth D'Ovidio, Director of Public Relations and Communications at the American Lung Association of New Hampshire. *"There is no 'safe' level of exposure to secondhand smoke; not only is it a nuisance, it is also deadly. We encourage other hotels to follow the lead of the Holiday Inn Express in Keene."*

The Hilton Garden Inn has been smoke-free from its first day in business, but the Holiday Inn Express faced a different challenge: to convert approximately 25 percent of the hotel's 80 rooms from smoking rooms to non-smoking environments. From a logistical standpoint, this required outfitting the rooms with fresh bedding and deep-cleaning all surfaces. *"Traditionally, our smoking rooms were the slowest to sell,"* said Holiday Inn Express General Manager **Frank LaGrande**. *"This transition is a wonderful way to improve the overall guest experience."*

## Viva Las Vegas!

If graduating from college wasn't exciting enough, **Brad Degenkolb**, who works as a Front Desk Associate at the **Holiday Inn, Weirton, WV**, recently returned from Las Vegas \$15,000 richer! As a contestant on *The Price Is Right Live Stage Show* at the Bally



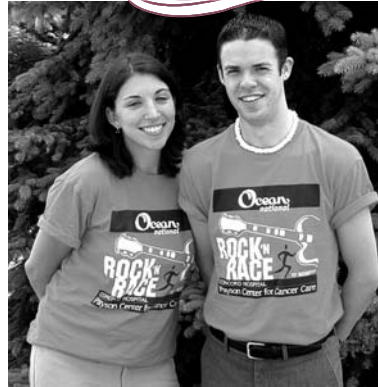
Shown here (left to right), Brad's father, William; his brother, Christopher; Price Is Right Host Todd Newton; Brad; and his mother, Mary Ann, all join together to celebrate Brad's big win!

Turn to Vegas on page 3

## Comfort Inn in Concord, NH supports 4th Annual Rock N' Road Race!



The **Comfort Inn, Concord, NH** has been a major supporter of the Annual Rock N' Road Race to benefit the Payson Center for Cancer Research since its inception. Recently, the hotel was a Platinum Sponsor for the 4th Annual Rock N' Road Race. The hotel staff, including General Manager **Michelle Wilson**, Front Office Manager **Jaclyn Vesey** and Front Desk Representative **Jonathan Godin**, served as volunteers at this special event and Steve Duprey, owner of Comfort Inn, is a proud co-chairperson for the Rock N' Road Race.



Jaclyn Vesey (FOM) and Jonathan Godin (FDR)

The event, which took place on May 17th, attracted more than 4,080 participants. The race raised more than \$220,000 for support and financial programs for cancer patients at the Concord Hospital Payson Center for Cancer Care. Music provided by local bands and DJ's made the event a rockin' good time!

## Promotions

**Allysin Marthers** has been promoted to the position of General Manager at the **Hampton Inn, Littleton, NH**. Prior to this position, Allysin served as Director of Sales and Marketing at three Linchris properties: the **Hampton Inn, Littleton, NH**; the **Comfort Inn & Suites, St. Johnsbury, VT**; and the **Fairbanks Inn, St. Johnsbury, VT**.



Allysin Marthers

## Just For Fun

**Chris St. John**, Executive Chef at the **Holiday Inn,**



**Falmouth, MA** presents one of his creations from a recent Chamber of Commerce "Business after Hours." A scavenger hunt had everyone exploring the entire hotel, in order to be eligible for door prizes such as TVs, portable DVD players, dinners, etc. Nearly 200 people attended the event, which was so successful that a technology company booked a \$3,000 function the following day based on its experience at the Business after Hours!

**Wendy Bissell**, Director of Sales at the **Best Western Inn & Suites Rutland,**



**VT** and **Josie Carroll**, Executive Housekeeper, were arrested in May for having "a big heart." The Muscular Dystrophy Association "arrests" local residents and business owners as part of the "MDA Lock-up." How were they released? Wendy and Josie raised \$458.00 in "bail."

## GM Thanks

A recent article in *The Burlington Free Press* recognized **Dean Powell**, Executive Chef at the **Hampton Inn, Burlington, VT** for his delicious homemade soups. Thanks to Dean's talents, the property has acquired recognition for its outstanding entrees and soups!



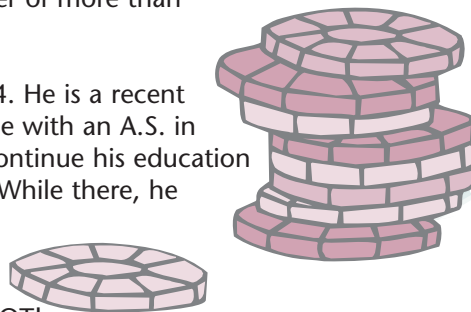
Housekeeper Luncheon

The Housekeeping staff at the **Holiday Inn, Falmouth, MA** was recognized for its hard work and dedication with a Housekeeper Appreciation Luncheon in April. "This lunch was our way of showing the housekeeping department our appreciation for their efforts, as we all worked through our renovations," GM **Bob Anderson** said. Every employee received a Wal-Mart gift card as a token of thanks. Great job, everyone!

*Vegas continued from page 2*

Hotel, Brad guessed within \$350 of an item's actual retail price, making him the grand prize winner of more than \$15,000 in cash and prizes.

Brad joined the Holiday Inn in June 2004. He is a recent graduate of Jefferson Community College with an A.S. in Business Administration. Brad plans to continue his education at Franciscan University of Steubenville. While there, he hopes to build upon his passion for the hospitality industry by obtaining his B.A. in Business Administration. Congratulations Brad, you hit the JACKPOT!



## INN the News



Kelly Scala and family

**Kelly Scala**, Assistant Housekeeper at the **Comfort Inn, Hyannis, MA** recently gave birth to a baby girl, Isadora! The happy family is shown here: new mom Kelly; daughter Isadora; and dad Aleandro Adao. **Larry Pushor**, who works in the Maintenance Department at the Comfort Inn, Hyannis, MA is a first-time grandfather!

**William Champagne**, a Lifeguard at the **Comfort Inn, Hyannis, MA** and his wife, Karina, welcomed Jazzyln Marie Champagne to their family on June 9th.

Another baby girl was welcomed into the world this spring! **Nicole Cahoon**, Night Auditor at the **Comfort Inn & Suites, St. Johnsbury, VT** gave birth to Taylor Nicole on April 26th.

Congratulations to **Steve Joyal**, a Maintenance Associate at the **Hampton Inn, Burlington, VT**. Steve was married on May 27th to Paula Jean Bradley. In other family news at the hotel, Laundry Supervisor **Michelle Martin**, adopted a baby boy, Nathan.



William and Jazzyln Champagne



Nicole Cahoon



Michelle Martin

### **Sabbatical** continued from cover

veteran **Cathy Robideau** is serving as the property's acting GM during Kim's sabbatical. Cathy is the ideal woman for the job: with 15 years of experience at the hotel under her belt and a variety of job titles (she has worked as a Relief Night Auditor, as well as Front Office Supervisor and Front Office Manager), she has a thorough knowledge of what it takes to make the hotel run smoothly on a daily basis. As one of the property's longest-standing staff members, Cathy not only understands the hotel and its everyday operations - she also has the intuitive ability to anticipate its needs, as well as the needs of its guests.

*"During the weeks leading up to Kim's sabbatical, we worked hand-in-hand on a number of projects, including payroll, print advertising and internet marketing for the property,"* Cathy said. *"On a monthly basis, we send guests either a direct mail postcard or an email newsletter that includes upcoming events, specials and incentives. Marketing our property is a new and interesting responsibility for me! Kim's sabbatical has allowed me the opportunity to learn and grow in my career."* Cathy is backed by the strength of a solid staff and Management Team, which will ensure a successful summer at the hotel in every aspect.

*"Cathy's dedication and loyalty to the Best Western Inn & Suites, its owners and guests, combined with her experience, is invaluable,"* said **Hans Kleinganz**, Area Director of Operations. *"Over the years, she has become one of the most recognizable friendly faces at the property. In fact, you can't think about the property without thinking about Cathy!"*

A Vermont native, Cathy lives in Rutland with her husband, Craig and their two children, Tyler, 5 and Alicia, 8.

## New on Board



Voula Nikolakopoulos (third from left) and Tidewater staff

**Voula Nikolakopoulos** is the new General Manager at the **Tidewater Inn & Suites, West Yarmouth, MA**. Not only is Voula the General Manager; she is also one of the hotel's owners! *"This provides an added incentive to achieve great success at the property!"* Voula said.



Anthony Antonucci

**Anthony Antonucci** was hired as the new Director of Sales at the **Comfort Inn & Suites, St. Johnsbury, VT**. Anthony comes to the hotel from the Mohegan Sun in Connecticut.



Nicholas Basham

There are a couple of new faces at the **Best Western Terrace Inn, Boston MA**. **Nicholas Basham** is the new Front Office Manager and **Susanna Starrett** was hired as Sales Manager.



Susanna Starrett

### **Hilton Garden** continued from cover

Opening the hotel involved a team effort. Hilton Garden Inn staff and Linchris executives worked 'round the clock in order to ensure a timely, efficient and successful "debut" in May. A Grand Opening celebration is scheduled for September 2006. Congratulations to everyone on staff at the Hilton Garden Inn - we wish you a fantastic first year in business!