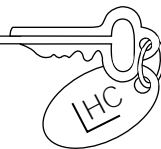


The Inn Insider

A Newsletter by Linchris Hotel Corporation



Volume 4, Number 1

New Holiday Inn Is Site to See

With all of the changes taking place at the Falmouth, MA, Holiday Inn, it's hard to pass by without taking a peak. And that's what so many residents and guests have come to do.

"We often get visitors who just want to see what we've done with the place," said GM Bob Anderson. "Some have stayed at the property before, others live in Falmouth and are curious about the renovation. We welcome them all."

According to Anderson, the new restaurant, ballroom, meeting room and pool area are a site to behold, as are the guest rooms and lobby. "It's great to work in such a beautiful



The new ballroom is the ideal spot for luncheons, dinners, parties and more.

setting," said Anderson, "and it's even better to see the look on our guests' faces when they realize this is their hotel."

Comedy Show Packs Them In

Thanks to an August Comedy promotion, the Weirton, WV, Best Western has turned summer fun into fall revenue. That's because the hotel started promoting Saturday night comedy shows during the summer and soon discovered they were the hit of the town.

"We couldn't have asked for better results," said GM Brett Loehr. "What started out as a way to fill J. Holliday's during Saturday nights in the summer has become a sell-out event every week."

According to Loehr, comedy shows begin at 10:00 P.M., after dinner patrons have finished their meals. The shows feature two comedians that

tour nationally, and cost just \$6.00 a person or \$10.00 per couple.

"We offer our lounge menu and drink specials during certain times of the evening," said Loehr. "The whole experience is a blast for our patrons. We sell out by 9:30 P.M. every Saturday night."

According to Loehr, the comedy shows have been so successful, the hotel has introduced a special theme event for every night of the week.

"We have Karaoke night, live bands and now two nights of football fun," said Loehr. "J. Holliday's Tavern has become the place for fun in Weirton. And that's just fine with me."

GM Rides to Raise Money for MS

If you like to ride bikes, then you'll love this. Nick Pancoast, general manager of the Concord, NH, Holiday Inn, recently completed a 150 mile bike ride, all in an effort to raise money for multiple sclerosis.

"We rode 75 miles a day, starting out in Concord, NH, and traveling to Lincoln, NH, then we turned around and rode back," said Pancoast. "I had a great time and raised over \$600 for a very worthy cause."

To train for the ride, Pancoast enjoyed a 25-mile bike ride four or five days a week, and collected sponsors along the way.

"Most of my sponsors were actually employees of the hotel," said Pancoast. "They supported me 100 percent of the way."

Asked if he would undertake such a project again, he responded with an enthusiastic yes. "I like to ride," he said, "and this is a very good cause."

Hotel Wins Regional Award

For the second time in 1999, the Poughkeepsie, NY, Holiday Inn Express has won the Bass Hotels and Resorts Priority Club Incentive Program award. That means they enrolled the most guests in the region's Holiday Inn frequent-stay program.

"We worked hard for this award, and I'm delighted the staff is able to share in the excitement," said GM Steve Bradshaw.

According to Bradshaw, the award comes with a \$2,500 prize, which was divided among the hotel's employees.

"It's great to do good work," said Bradshaw, "and very nice to be recognized for it."

A Message From Chris Gistis



President, Chris Gistis

Foliage season is here, and with it come tremendous numbers of visitors to Linchris hotels. It's rewarding for me to hear from many of those visitors, and to read letters detailing the

wonderful service they received at a Linchris-managed hotel. It is precisely that type of service that separates our hotels from all others. I'm proud of our employees for making each and every guest feel special. It is because of our employees that Linchris is the successful management company it is today.

Linchris Employee Wins Bass Scholarship

Tracie Ryder, front desk clerk at the Concord, NH, Holiday Inn, was recently awarded a \$1,500 scholarship from Bass Hotels. She is currently a freshman at Johnson & Wales.

"Only 26 employees of all Holiday Inn/Bass Hotel properties won scholarships this year, and Tracie was one of the winners," said GM Nick Pancoast. "We were very excited for her."

Bass Hotels offers applications for scholarships to eligible employees who have been employed by a Holiday Inn for at least six months. Applicants must average 20 hours of work per week, be enrolled on a full- or part-time basis in an accredited two- or four-year college and have declared a food & beverage, culinary arts or related hospitality major. The deadline for applications is May.

"Tracie is a hard worker, and she is dedicated to the field of hospitality," said Pancoast. "I'm delighted she was chosen to be the recipient of such a terrific prize."

For more information about the Bass Hotels scholarship or to obtain an application, employees should speak with their Holiday Inn general managers.



Concord, NH, Holiday Inn GM Nick Pancoast welcomes a feathered guest to the property. According to Pancoast, the bird was well behaved and required little birdseed.

Bonus Bills Make Cents

A little bit of fake money is going a long way in Williamsport, PA, and it's boosting employee morale, too. That's because a new employee incentive program entitled "Bonus Bills" is rewarding those employees who provide exceptional customer service and go above and beyond the call of duty where the interests of their guests are concerned.

"We have a great team of employees, and we wanted to keep up the great work by rewarding them all for their outstanding performance," said GM Jennifer Locey. "By awarding Bonus Bills to employees who are doing a great job, we achieve our goal."

According to Reanna Derrick, guest service manager for the hotel, Bonus Bills are fake money that can be used to bid for merchandise or

services twice a year, during employee auctions. Managers carry these bills with them during the day, awarding them to employees who go out of their way to do an exceptional job. Employees add up their bills and, twice a year, bid on items such as CD players, mini stereos, dinner theater tickets, weekend getaways, and more. All of these prizes are donated by local merchants.

"We were pleased with the number of merchants who were receptive to the idea, and gave us a great selection of prizes to choose from," said Derrick. "Our first auction was a tremendous success."

The program has been so successful, the hotel will hold its next auction in December.

CPR to the Rescue

Employees of the Concord, NH, Holiday Inn are now officially certified to save lives, thanks to a February Cardiopulmonary Resuscitation (CPR) training sponsored by the hotel.

"It's important to be able to recognize a serious situation, and even more important to be able to come to someone's aid," said GM Nick Pancoast. "The staff learned a lot and came away from the training feeling confident in CPR and first aid."

According to Pancoast, the training participants learned how to perform CPR and the Heimlich maneuver, and to recognize the symptoms of a heart attack and a stroke. They all practiced their

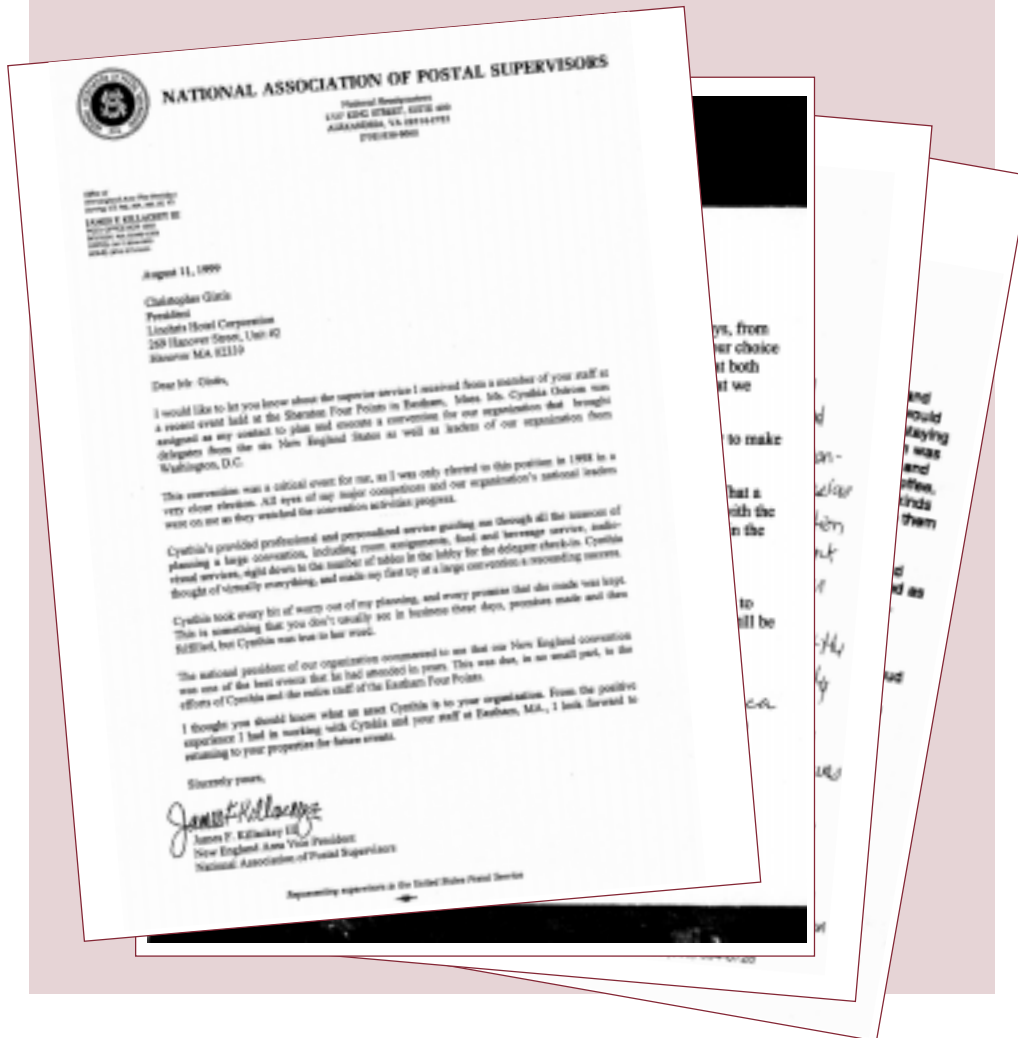


Brian Kitching (Concord, NH, Holiday Inn) practices his CPR training during the seminar held in February at the hotel.

technique on a training dummy, to give them hands-on experience.

"The training was a success," said Pancoast. "I encourage everyone to become certified in CPR."

Thank You For A Wonderful Time



New Ocean Park Inn Gets New Innkeeper

In addition to a beautiful facelift, the Ocean Park Inn (formerly the Best Inn) at the National Seashore in Eastham, MA, has also received a new innkeeper. Loris Van Lare, previously the sales manager of the Eastham, MA, Four Points Hotel, is now running the show at the quaint, 55-room seasonal inn.

"Loris was one of those extraordinary individuals who easily climbs the ladder of success," said Eastham, MA, Four Points Hotel GM Tom Maloney. "She has held the position of front office manager, executive housekeeper and sales manager here at the Four Points, and now she's the innkeeper of the property next door. It's really a neat story."

Dressed for Success

Dressing up proved successful for Linchris Regional Director of Sales and Marketing Cynthia Ostrom, and Kelly Lajoie, regional director of operations for Linchris. Both women attended the Heartland Travel Showcase in Cleveland, Ohio, and wore costumes to reflect those states where Linchris operates hotels.

"Cynthia was Theodore Roosevelt from the Poughkeepsie, NY, area, and I was a millionaire's wife from Millionaire's Row in Williamsport, PA," said Lajoie. "We were the hit of the show."

According to Lajoie, dressing the part won them applause and bookings for three hotels.

"We always have success at the Heartland Travel Showcase," said Lajoie. "We're looking forward to next year's show in Columbus, Ohio."

The Linchris Insider is a publication of Linchris Hotel Corporation
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That's Incredible

- Did you know that guests of the Springfield, VT, Holiday Inn Express consume more than 10,000 waffles annually?
- Did you know the Eastham, MA, Four Points Hotel and Ocean Park Inn now have a new \$650,000 waste water treatment system? The system treats and processes all of the waste water from both properties, making it self-sufficient, while protecting the environment and the water resource.
- Did you know that Eastham, MA, Four Points Hotel was 84% sold out this October with foreign tour groups? The Great Britain touring groups spend two nights a week on Cape Cod at the hotel, booking 200 rooms per day. Keep up the great work!
- Did you know that Rockland, MA, GM Amarjit Khera invited his entire

staff to an ocean-side dinner at Isaac's Seafood Restaurant in Plymouth and then out dancing



Nancy Sargent

- Did you know that the Rutland, VT, Best Western Inn & Suites broke occupancy records for June and July? During those months, the hotel experienced the highest occupancy rates in its history.

aboard the Pilgrim Belle?

• Did you know that Nancy Sargent (Springfield, VT, Holiday Inn Express) spends every lunch break with her grandson, Jake? What a great grandmother!

Linchris Promotions & Transfers

- A hearty Linchris welcome to Rob McCarthy, who joins as the Salem, NH, Holiday Inn general manager and director of operations for the company's full-service hotels. Welcome aboard, Rob.
- Congratulations to Jacqui Sylva (Eastham, MA, Four Points Hotel) on her recent promotion to front office manager. Jacqui was previously the reservationist for the hotel.
- Congratulations to Barbara Farley, the new sales manager of the Concord, NH, Comfort Inn.
- Linchris welcomes Shannon Hansberry, the new sales manager of the Eastham, MA, Four Points Hotel. Shannon was previously in motor coach sales.
- Congratulations to Ed Berube (Concord, NH, Holiday Inn) who was recently promoted to restaurant manager of the Kansas City Steakyard. Ed has been in the restaurant business for many years and is well liked by his fellow employees.
- A hearty Linchris welcome to Jennifer Chad, the new food & beverage manager of the Eastham, MA, Four Points Hotel. Jennifer was previously the restaurant manager of the Lobster Pool on Cape Cod.
- Brad Dore joins the Eastham, MA, Four Points Hotel as the property's maintenance chief. He was formerly the maintenance chief and project manager at the Flatley Company. Welcome aboard, Brad.
- Linchris welcomes Ross Plumeri, the new chief engineer of the Poughkeepsie, NY, Holiday Inn Express.
- A hearty Linchris welcome to Melisa Beaulieu, who joins the staff of the Springfield, VT, Holiday Inn Express as front office manager. Melisa brings 10 years of travel industry expertise to her new position.

Drug Awareness Seminar A Success

The Rockland, MA, Holiday Inn Express recently hosted a drug awareness seminar, and three local hotels reaped the rewards. The seminar was conducted by senior members of the Rockland, MA, Police Department, and it was a tremendous success.

"Detective Sargeant John Llwellyn and Detective John Wentworth explained habits and code words used by drug dealers," said Pat Stockford, sales manager of the hotel. "They also instructed staff members

on what to do if that type of behavior is suspected."

During the two-hour program, various behaviors and language common to individuals using or dealing drugs was demonstrated. Staff members were instructed on how to recognize this type of activity.

"Our staff, and the staff of the other properties involved in the seminar, feel confident about identifying this type of behavior. We are now much more informed," said Stockford.

Inn the News

- Congratulations to Kristy Kelly (Rockland, MA, Holiday Inn Express), who is the proud mother of a beautiful baby boy.
- Best wishes to Julie Haynes (Rockland, MA, Holiday Inn Express), who was recently married.
- The Springfield, VT, Holiday Inn Express is adding new kitchenettes to all of the hotel's double guest rooms, and the additions should be complete by the end of the year.
- The Rutland, VT, Best Western Inn & Suites participated in the Killington Chamber of Commerce flower festival, planting over 300 marigolds, petunias, black-eyed Susans, impatiens, lobelia, geraniums and more. The hotel is expecting to be one of the top three winners.
- The Poughkeepsie, NY, Holiday Inn Express recently hosted the Poughkeepsie Area Chamber of Commerce Business After Hours, which was attended by more than 100 local business people.
- Best wishes to Melisa Baulieu, who was recently married.



The Statler Brothers enjoying a meal at the Williamsport, PA, Kansas City Steakhouse.

Celebrities Visit Williamsport

Although it may have seemed like any other day at the Williamsport, PA, Sheraton Inn, the four men sitting at the Kansas City Steakhouse made the day a little more special. That's because they were the men that make up the country band, the Statler Brothers.

According to GM Jennifer Locey, the band was in town for a performance at the Community Arts Center, and stopped in for a bite to eat.

"They were very nice, and complimented the restaurant and the hotel," said Locey. "It was a pleasure to serve them."

Paintball Anyone?

A recent outing of Linchris managers involved commandos, guns and a lot of paint. Everyone had a great time.



Pictured left to right: Allen Cameron, Lori Mckay and Melissa Spathanas.

Employees of the Quarter

Congratulations to the following employees for being named Employees of the Quarter:

Liz Zayas, Rockland, MA, Holiday Inn Express

Ruby Williams, Poughkeepsie, NY Holiday Inn Express

Sarah Patz, Concord, NH, Comfort Inn