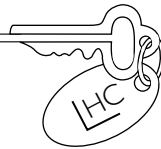


The Insider

The

Insider

A Newsletter by Linchris Hotel Corporation



Volume 4, Number 2

Campaign Headquarters

The Holiday Inn, Concord, NH, became the hub of that state's presidential primary activity.

Mrs. Gore stayed at the Inn in October, followed by a visit from the Vice President in November. Preparation for their stays included numerous site tours by the Secret Service staff. Security checks were necessary for key employees who had access to the area of the hotel that accommodated the special guests. Hotel staff arranged private time in the fitness room for the Gores, as well as recommending a jogging route in the area.

The Holiday Inn also—suddenly—became headquarters for the Bradley campaign. Function rooms were converted to pressrooms complete with rows of phone banks, and campaign commercials were filmed on the property.

The staff met almost impossible requests, from faxing hundreds of press stories each day to setting up functions in under an hour. They rounded up enough personnel and



Vice President Gore is greeted by Susan Glover, Director of Sales at the Holiday Inn, Concord, NH, with GM Nick Pancoast and Chief Engineer Eric Bailey standing by.

food to serve banquets to over 50 people in *less than two hours*.

Republicans made an appearance at the hotel, too. A luncheon was put together for Senator McCain and 300

people, and was filmed for a commercial. This was the Inn's largest banquet ever; it went off without a hitch!

A standing ovation to the Holiday Inn staff for a job well done.

Conference for GMs

GMs had an extraordinary experience June 6th-8th at this year's GM conference in Miami, FL. The gathering took place at the famous National Hotel in South Beach's Art Deco Historical District — "America's Riviera."

Renowned for its design by the famous Roy Frances, the hotel opened in 1940 as one of the grandest luxury hotels in the area. Its 205-foot-long, palm-lined "infinity" pool is the longest in Miami Beach.

The Miami Design Preservation

League has seen to the restoration of the hotel, meticulously following period guidelines. Many original furnishings are to be seen throughout the building; particularly notable are the massive oak bar in the Deco Lounge and the terrazzo flooring in the Press Room cigar bar.

Topics for the GMs this year included: learning how to take your property to the next level and creating a great hospitality environment through teambuilding.

Keynote speaker was Doug

Kennedy, cofounder and president of HSA International, which provides training and support services for the lodging industry.

Your GM will be sure to share with you what he or she learned at the conference. This year's focus on the fundamentals of hospitality and service training will help GMs develop a team of hospitality superstars.

Wanna bet that your GM comes back with stories about how he or she was pampered by the staff at the newly-renovated National Hotel?

A Message From Chris Gistis



CEO *Chris Gistis*

In this year of our corporation's 15th anniversary, I am proud to report that our growth has exceeded even my own expectations.

The addition of three new hotels (Howard Johnson

in Rutland, VT; the building of a new Homewood Suites by Hilton in Long Island, NY; and the management of the brand new Comfort Inn & Suites in St. Johnsbury, VT) will bring to 21 the number of properties managed by Linchris – with more to follow.

This superb growth has made it necessary for us to reorganize at our corporate level, in order to operate our existing properties even more efficiently as we position Linchris to take advantage of future opportunities.

Our corporate reorganization includes several "moves" within the executive offices.

I am pleased to announce that Michael Sullivan has been promoted to serve as President of Linchris Hotel Corporation. Michael will report directly to me in my new role as Chief Executive Officer for the company.

Michael will assume responsibility for the operation of all the hotels managed by Linchris and will work closely with me in formulating the future direction for our company.

Michael has worked side-by-side with me for 11 years and truly understands the philosophy and culture of our team. His contribution to the current success of Linchris has been immeasurable. He is a bright and energetic leader who will continue to build on our successes.

Glenn Gistis is being promoted to Vice President of Finance and will report directly to Michael. A key

assistant in the financial area for the past four years, Glenn will now be responsible for the financial reporting of all properties, as well as for negotiating and securing insurance to meet the hotels' needs.

In addition, he will work closely with Michael to secure the financing needs of our properties. Glenn obtained his undergraduate degree in economics from Boston College and received his MBA from Babson College.

Our new Vice President of Finance has plenty to do these days—Glenn and his wife Mary just had their second child, Nicholas. And the beaming grandfather just happens to be...yours truly.

Congratulations to Michael and Glenn on their well-earned promotions. I look forward to our company's future with pride and much optimism, as I assume the responsibilities of my new position within our organization.

A New Addition

Welcome to the St. Johnsbury, VT, Comfort Inn & Suites scheduled to open this June.

The Inn had a soft opening in mid-June. With 107 rooms, it includes a very large, fireplaced suite that also has its own jacuzzi.

The Inn houses a fine health and fitness center with an oversized indoor pool, a meeting facility with an outdoor deck, the Northeast Kingdom's newest video arcade and a gift shop. The lobby's fireplace glow is reflected in its marble tiles and on its mahogany woodwork.

For convenience and security, guests will find a ski room with lockers, providing safe storage while they're on the slopes. The facility also



GM *Brett Loehr*, St. Johnsbury Comfort Inn & Suites.

includes a work area in which guests may wax and repair their equipment.

The proud father/GM of this Inn is Brett Loehr. He has spent the past two years in West Virginia, but is originally from Maine. He said that he, as well as his wife and three children, are "thrilled" to be back in New England. As for his goals for the St. Johnsbury Comfort Inn & Suites, he is determined to make it "Vermont's finest inn."

Employee Honors

Employee of the Year 1999

Rose MacMurray, Best Western Inn & Suites, Rutland, VT

Jim Spaniak, Maintenance Tech, Holiday Inn Express, Rockland, MA

Employee of the First Quarter

Rita DeRoxas, Best Western Inn & Suites, Rutland, VT

Ana Enriquez, Holiday Inn Express, Rockland, MA

Employee of the Month

Diana Karels, Housekeeping, Holiday Inn, Salem, NH

David Currier, Kitchen, Holiday Inn, Salem, NH

George Finzel, Bellman/Maintenance, Radisson Hotel, Williamsport, PA

Jayanna Howard, A.M. Supervisor, Kansas City Stockyard Steakhouse, Radisson Hotel, Williamsport, PA

David Apher, P.M. Supervisor, Kansas City Stockyard Steakhouse, Radisson Hotel, Williamsport, PA

Renovations Revive Five Locations

Contractors throughout the region are very happy with the Linchris chain.

Renovations are coming along well at the Holiday Inn, Concord, NH. The ballroom was completed at the end of November, and now the lobby and front desk are being totally redone.

The Best Western Inn & Suites, Rutland, VT, completed renovations



A new look for the Radisson Hotel, Williamsport, PA.

on building 6. Buildings 7 and 4 will be finished in June.

The Holiday Inn Express in Rockland, MA, has undergone a \$1.1-million renovation. Exterior corridors were enclosed with floor-to-ceiling windows. Dryvit construction material was applied to the entire building, giving it a fresh, updated appearance. The finishing touches included brick columns, a rooftop cupola and landscaping.

That's Incredible

- There is such a demand for rooms at the **Holiday Inn, Salem, NH**, a meeting room was converted back to two sleeping rooms. That raises the room count from 83 to 85.
- All departments heads at the **Holiday Inn, Concord, NH**, were certified in First Aid and CPR after completing a two-day Red Cross seminar. The course, held on the property for convenience, was offered to all employees and managers at the Holiday Inn.
- **Jessica Violette**, the front desk clerk for **Travelodge Hotel, Augusta, ME**, certainly put her best foot forward. She was the chairperson for the Five-Mile Walk for Multiple Sclerosis. On April 9th, the day of the walk, it rained heavily. Even though it was much too stormy to walk, Jessica, her sister and **Ron Young**, Travelodge's GM, still raised \$181.00. Great job Jessica!



Renovations at the Holiday Inn Express, Rockland, MA.

In addition to being completely refurbished, guest rooms now have in-room movies, Nintendo, voice mail, irons/full-size ironing boards and easily-accessible dataports.

Service remains the primary focus. As always, Holiday Inn Express offers free local calls, complimentary breakfast, round-the-clock hot beverages and fresh-baked cookies each evening. GM Amarjit Khara, along with his staff, are planning several special events to alert the local business community to the extraordinary changes taking place at the Inn.

On December 1st, the Sheraton Inn Williamsport became the Radisson Hotel, Williamsport, PA.

Before the conversion, the hotel underwent a half-million-dollar renovation of its first floor, with the addition of an exercise facility and a facelift for the outside of the building, including new signage, an electronic locking system and a property management system. Within the next year every guest room will be renovated.

May 3rd was the Open House for the Comfort Inn, Hyannis/Cape Cod, MA. Linchris purchased the 30-year-old hotel in January 1999 and renovated all 104 guest rooms, as well as the lobby, meeting room, pool area and public spaces, at a cost of \$1.5 million.

The Linchris Insider is a publication of Linchris Hotel Corporation
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Psychedelic Dine-In Benefits Red Cross

The Radisson Hotel, Williamsport, PA, got a wonderful surprise when they hosted the 12th annual Fête de Cuisine for the American Red Cross. They received a special award for sponsoring the event since its inception. Cindy Bergstrom accepted the award on behalf of the Radisson.

Michael Orrico, cochairman of the fête, said, the hotel has "kindly donated its beautiful facility. The owners, the management staff, the waiters and waitresses, the cooks, the maintenance people and the people who do the bussing have all been so gracious to the Red Cross."

The Radisson Hotel Corporation encourages promotions, including Family Magic, Bed & Breakfast and Business Class. Rewards for every stay are encouraged; there is a "gold points network" at Radissons, in which guests earn points at over 1,500



Everything was "groovy" at the Psychedelic Dine-In hosted by the Radisson Hotel, Williamsport, PA.

participating locations worldwide.

The Radisson, by the way, took top honors in the cooking contest for appetizers and soups.

Sounds like all present had a delicious time!

Inn the News

- **Steve Bradshaw** is the new GM for the **Holiday Inn, Salem, NH**. As GM in Poughkeepsie for the past five years, Steve did an outstanding job building a solid team of employees and raising the hotel's service scores. A native of New Hampshire, Steve is delighted to return home.
- **Sue Renaud** (Restaurant Supervisor at Holiday Inn, Salem, NH) and **Larry Peschke** (Front Office Supervisor), had a healthy baby boy, Eric Michael. We look forward to his joining the hotel's staff in about 16 years!
- The **Holiday Inn, Concord, NH**, welcomed **Patti Slavin** as Sales Manager in October. Previously she worked at the Hilton Hotel in Boston. A newlywed, this busy lady is also house hunting.
- **Robb McAfee** is the new GM of the Kansas City Stockyard Steakhouse at the **Holiday Inn, Concord, NH**. He joined Linchris in February, bringing experience from Marriotts and top-rate restaurants.
- Also at the **Holiday Inn, Concord, NH**, **Spike Vachon** was promoted from Sous Chef to Executive Chef in January.
- On Easter Sunday, the 5th Annual Easter Egg Hunt was held at the **Best Western Inn & Suites in Rutland, VT**. Many guests return every Easter weekend, not only for skiing, but for this event that offers free prizes and lots of candy—along with the presence of the one and only Easter Bunny.
- **Ken Ethier**, Sales Manager for the **Comfort Inn, Hyannis/Cape Cod, MA**, has been arrested. On April 27, 2000 at 11:00 a.m., Ken was taken away by Barnstable Search and Rescue to get donations for Muscular Dystrophy. Ken called all the Linchris Hotel GMs for bail money. He hopes to collect up to \$1500.00 toward bail. This annual event usually raises at least \$10,000 in donations for the Muscular Dystrophy Association.



GM John Bell is proud to stand in front of the newly acquired Travelodge, Northboro, MA (formerly the Northboro Inn).