



Simone John Named Linchris Employee of the Year



Simone John, a Front Desk Employee of the **Holiday Inn, Boston-Brookline, MA** has been named the “Linchris Employee of the Year for 2010!” This annual program, in which each hotel’s Employee of the Year is considered for the coveted title, 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. Additionally, each GM is provided the opportunity to speak with the panel of judges to explain why his/her employee should be named the Linchris

Employee of the Year. Simone was honored at an employee gathering with **Glen Vuilleumier, General Manager** and Linchris corporate officers, where she received a trophy and a check for \$2,000. As 2010 Linchris Employee of the Year, Simone will also receive a framed copy of her Innsider cover story, to be displayed in the hotel’s lobby, as well as a personal parking spot at the hotel for the entire year.

Simone’s letter of nomination from Glen focused on her dedication to the hotel’s 2010 mission of improving guest service throughout every aspect of the property. *“Simone’s efforts in providing our guests with fantastic service have notably enhanced the image people have of our hotel,” Glen said. “Simone displays a consistently cheerful disposition when handling the needs of our guests and in working with her peers. I admire how she handles difficult situations with a high level of professionalism.”*

In her daily routine, Simone consistently demonstrates a strong work ethic and attention to detail that has been influential to her coworkers. Her wit and sense of humor is a breath of fresh air that is appreciated by all.

“What I think is most remarkable about Simone is how much she touches peoples’ lives on a daily basis,” Glen said in his letter, adding that the hotel’s close proximity to so many hospitals provides the employees with a unique opportunity to get to know and help guests with serious illnesses on a regular basis. *“I’ve received countless letters from guests about the tremendous amount of care Simone has shown them during their extended stay. One guest told me how she had a long conversation with Simone and*

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Linchris Acquires Hilton Hotel & Conference Center



Shown here, Lori Rupp, Director of Sales and Marketing and Brian Anderson, General Manager, pose for a photo outside the new Hilton Hotel and Conference Center, Scranton, PA.

We are pleased to announce the acquisition of the 175-room **Hilton Hotel and Conference Center** in **Scranton, Pennsylvania**. This marks the 25th hotel and 6th Hilton franchise to be managed by **Linchris Hotel Corporation**. The hotel features 26,000 square feet of conference space, two restaurants and a lounge. **Brian Anderson**, who has been with Linchris for 10 years, was named the **General Manager**. A \$3 million renovation is scheduled to begin at the end of this year.

This 7-year-old hotel is located just north of the Pocono Mountains, at the intersection of five major highways with several area attractions. “The Hilton brand is one we enjoy doing business with and this hotel is a great fit for our portfolio. It epitomizes the experience guests expect from a Linchris managed hotel, while bringing us to a new level with the high quality conference center,” said **Bob Anderson, Vice President of Operations**.

A Message from Chris



Each year, in this spring issue of the *Innsider*, we reveal who was chosen as the Linchris Employee of the Year, and we're proud to announce **Simone John**, from our **Holiday Inn, Brookline**, as the **2010 Linchris Employee of the Year**. She is *truly a nice person* who *simply cares* about her co-workers and our guests and we're proud to have her as part of our team.

The competition for this award gets harder to judge each year as the number of outstanding employees grows in parallel with the number of hotels we manage. The entire executive team takes the time to read all the nomination letters. We then meet as a group and host conference calls with many of the general managers to further discuss their employees' merits and accomplishments before making our final decision.

What struck me this year, in reviewing *all* of the candidates, is just *how many* exceptional employees we have. This is something you don't truly appreciate until you take a step back and think about it. We have so many great employees at so many different levels who excel at taking care of our guests at all of our hotels. This is not only true for the employees who were nominated for Employee of the Year, but there are so many more who are truly deserving of our recognition. Our employees are the basis of our success and are the reason we are able to celebrate 25 successful years. I appreciate this dedication and work ethic as it will provide us with the momentum to start our journey into the next 25 years. Having so many wonderful candidates made the decision process very difficult, but that is a wonderful problem to have!

Congratulations Simone!



Employees Marry at Their Hotels



Letetia Dawkins-Brennan, Prep Cook of the **Holiday Inn Cape Cod, Falmouth, MA** married Cliff Brennan in the newly remodeled lobby of the Holiday Inn on May 15, 2010. The event was followed by an intimate reception of family and friends in the Holiday Inn's banquet room (The Lighthouse Room).



Congratulations to **Marie Eiland**, Director of Catering at the **Doubletree Hotel, Boston/Milford, MA**, who married Al Thomason on December 31, 2010 in a New Year's Eve spectacular poolside wedding at the hotel.



The Stork Report

Congratulations to **Tammy Fortier**, Executive Housekeeper of the **Holiday Inn, Salem, NH** on the birth of her second and third grandchildren, Dionne and Daniyan Dahood. The girls and



her grandson keep her very busy while she is away from the hotel.

Congratulations also goes to **Lori Mabb**, Accountant, **Linchris Hotel Corporation**, on the birth of her son, Jake Arthur Mabb. Jake was born on January 4th at 8 lbs., 13 oz., 20-½ inches long. They are shown here with his big sister, Jessie.



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divulged that she couldn't afford to buy a wig she wanted after undergoing chemotherapy. Simone did some research and located a quality store that sold inexpensive wigs and took the guest to the store herself after work. The two spent a couple of hours shopping until she was able to find exactly what she wanted."

The astonishing aspect that makes Simone stand out is her willingness to go out of her way, each and every day, without expectation for anything in return. Her altruistic work ethic and eagerness to go above and beyond to help people is truly amazing. The decision by local management to nominate her for the Employee of the Year award was unanimous. We all share a true respect for Simone and are honored that she was selected.

2010 LINCHRIS HOTEL CORPORATION

Nicole Perkins



FOUR POINTS HOTEL, EASTHAM, MA
Nicole Perkins, *Bellamy's Grill & Bar Employee*
HOLIDAY INN, FALMOUTH, MA
Philip Sciarrillo, *Maintenance Employee*

Philip Sciarrillo



Camecia Green



COMFORT INN, HYANNIS, MA
Camecia Green, *Housekeeping Supervisor*
HAMPTON INN, LITTLETON, MA
Cassie Bonor, *Front Desk Agent*

Cassie Bonor



Karl Phillips



HOLIDAY INN, MANSFIELD, MA
Karl Phillips, *Restaurant Supervisor/Server*
DOUBLETREE HOTEL, MILFORD, MA
Don Mimande, *Engineering Department*

Don Mimande



Regina Smith



HOLIDAY INN EXPRESS, POUGHKEEPSIE, NY
Regina Smith, *Night Auditor*
HILTON GARDEN INN, PLYMOUTH, MA
Karen Leonard, *Breakfast Server*

Karen Leonard



Big Hearts Help Little Hands at Doubletree Boston/Milford

The **Banquet Team** at the **Doubletree Boston/Milford, MA** exemplified all aspects of brand culture on the weekend of January 21-23, when they hosted the Helping Hands Foundation Annual Winter Outing for the fifth consecutive year. *“The support group of 300 guests, with over 150 children, supplies information and shares experiences for families of children with upper limb differences, and it is one of the most inspirational groups that the hotel hosts each year,”* said **Thomas Perron, Director of Food and Beverage**. Throughout the weekend the children proved that anything is possible, from tying your shoes with missing fingers to playing the cello without arms.



“Last year, the team met Eamonn, an inquisitive five-year-old who asked for an apron and a checkbook so he could help take orders,” Tom explained. *“This year Eamonn needed two name tags so his cousin, Luke could help too, because both hope to work in a restaurant or hotel banquet facility.”*

Shown here, the Banquet Team members pose with their “little helpers” (front row, left-right): Maria Lara, Honorary Banquet Captains Luke and Eamonn, Deanna Daniels (back row): Cheryl Tobichuck, Cecilia LaFontaine, Jose Defreitas, Paula Pollard and Thomas Perron, Director of Food & Beverage.

The Banquet Team worked to foster a sense of pride and accomplishment in these boys and show them how great it is to work in a hotel Food and Beverage Department. At the end of the weekend, the boys were surprised with Certificates deeming them as ‘Honorary Banquet Captains’ and a Doubletree gift bag filled with branded pins, buttons and bracelets. The team is proposing to host a ‘take your kids to work day’ this summer for our employees.

A Fresh Face



Partnering with the California-based internet company Milestone, our Linchris website has been extensively redesigned. **Stephanie Campbell, Linchris Administrative Assistant** said, *“The primary goal of the new website was to better represent Linchris Hotel Corporation as a company. We also wanted to make navigation to relevant information fast and easy.”*

Best Western Plus



Best Western Inn and Suites, Rutland, VT converted to a **Best Western Plus Hotel**. The change is part of Best Western International’s new descriptor program to differentiate its hotels.

This Best Western Plus Staff photo shows Coleen Lio, General Manager (holding scissors), is shown here with Dave Correll (left), Director of Sales and Tom Donahue (far right), Rutland Regional Chamber of Commerce Executive Vice President and CEO, who joined the team for this exciting day.

EMPLOYEES OF THE YEAR

<p>RYAN DAMON, ROCKLAND, MA Ryan Damon, Night Auditor BEST WESTERN INN & SUITES, RUTLAND, VT Alan Hunt, Houseman</p>	<p>MILLAGROS FERRER, SALEM, NH Millagros “Millie” Ferrer, Housekeeping HILTON HOTEL, SCRANTON, PA Franklin “Frank” Boone, Housekeeping</p>	<p>CHRISSE RICHARDSON, SPRINGFIELD, VT Chrissy Richardson, Front Desk Agent HOLIDAY INN, WEIRTON, WV Avis Spencer, Housekeeping</p>	<p>HEATHER CHAUDOIN, ST. JOHNSBURY, VT Heather Chaudoin, Housekeeper BEST WESTERN-TERRACE INN, BRIGHTON, MA Zoila Gonzalez-Reyes, Housekeeper</p>				

Welcome Aboard!



(Left to right): Paul Regan, Darlene Towns, Phil Read, Gabriella Garcia, Amy Ordway, Rachel Kuhn and Alex Segil, with Glen Vuilleumier in the center.

Glen Vuilleumier was named **General Manager** of the **Holiday Inn Boston-Brookline, MA.**



(Left to right): Ozlem Gursoy, Sales Intern; Olivia Molhant, Front Office Manager; and Susanna Starrett, Director of Sales.

Olivia Molhant was named the **Front Office Manager** of the **Best Western-Terrace Inn, Brighton, MA.**

Promoting From Within....



Left to Right: (sitting) Bernard Graham, Aleiza Yasin, Ashley Kuback, Rodney Bolden, (standing, 2nd row): Jillian Navorouski, Lori Rupp, Tricia Falco, Claire King, (standing, 3rd row): Sara Woody, Geoffrey Gilpin, Donna Peplinski, Brian Anderson, Victoria Rogers, and Richard Sanchez.

Brian Anderson was promoted to **General Manager** of Linchris' newest property, the **Scranton Hilton Hotel and Conference Center, Scranton, PA.**



Meghan Farley is shown here with Nate Ware, General Manager.

Meghan Farley was promoted to **Prep Cook** of the **Holiday Inn, Mansfield, MA.**

Shown here, (l to r): Lucimeire Juliao, Jeff Lang, General Manager and Acioli "Dee" Adelair, former Housekeeper of eight years who moved back to Brazil with her family.

Lucimeire "Lucy" Juliao, was promoted to **Executive Housekeeper** for the **Comfort Inn, Cape Cod, MA.**



INN the News....



Shown here (left to right): Nate Weare, Cherie Allen, Tom Kelley and Marie Correia of the Holiday Inn, Mansfield, MA accept the Business of the Year award.

The **Holiday Inn, Mansfield, MA** was among the businesses honored at the Tri-Town Chamber of Commerce's annual Success and Service Awards on Friday, February 4 at the Norton Country Club.

Phillip Pancoast, who is a member of the **Maintenance Department** at the



Holiday Inn, Manchester Airport, NH attended the 53rd Annual Grammy Awards his wife, Judy Pancoast, received a Grammy nomination in the category of 'Best Musical Album for Children.'

EMPLOYEES OF THE YEAR

Brittany Tinkham



FAIRBANKS INN, ST. JOHNSBURY, VT
Brittany Tinkham, Night Auditor
HAMPTON INN, COLCHESTER, VT
Bobby Draleaus, Maintenance

Bobby Draleaus



Diego Mejia



HAMPTON INN, REVERE, MA
Diego Mejia, Housekeeping Supervisor
HOLIDAY INN EXPRESS, KEENE, NH
Jennifer Kissell, Housekeeper

Jennifer Kissell

