



## Simone Barker Named Linchris Employee of the Year

**S**imone Barker, Night Auditor at the Hampton Inn in Revere MA, has been named "Linchris Employee of the Year 2008!" Simone is the latest in a series of Linchris employees to be honored by this program in which each hotel's Employee of the Year is considered for the coveted title. This annual tradition 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 also given 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 presented with her award, a trophy and \$2,000.00 check, at a hotel employee gathering. Simone also enjoyed dinner at Ruth's Chris Steak House with GM **Karen Guinan**, Front Office Manager **Cathy Cucchiello** and Linchris corporate officers. As 2008 Linchris Employee of the Year, Simone will also be presented with a framed copy of her Insider cover story to be displayed in the hotel's lobby, as well as a personal parking spot at the hotel for the entire year.



Linchris President Michael Sullivan presents Employee of the Year Award to Simone Barker

*the entire staff as well as our guests. She always makes you feel as if you were a part of her family. Although she works a shift that rarely receives recognition, it would not be the same without her professionalism at the desk."*

Simone's dedication is apparent in her record of seven years' perfect attendance and punctuality. Her customer service and desire to help any and everyone is apparent - she always gives 100%.

*"She always steps in and helps out," says Karen. "For example, when we were short an auditor and our other back-up auditor had already planned his vacation to Hong Kong; Simone stepped up and worked 15 days in a row without even a peep."*

Simone has worked as Night Auditor with the Hampton Inn Boston Logan since August 2003. She was instrumental in making the transition from past owners to Linchris Hotel Corporation, assisting in all aspects of training and accounting reorganization. Simone became part of the front desk support team by helping with projects to improve customer service and standardizing procedures.

*"Simone is truly a key part of this team," said General Manager Karen Guinan. "She has a motherly way with*

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## Concord NH Comfort Inn receives 2008/09 Platinum Hospitality Award

The Comfort Inn, Concord NH has received a 2008/09 Platinum Hospitality Award from Choice Hotels International, one of the world's largest lodging franchisors. The Choice Preferred Platinum Award is one of the highest honors a Choice Hotels property can receive. Recipient properties meet the highest standards of Customer Service, Housekeeping and Product Quality.

*"We are very proud of this accomplishment," said Jessica Jenkins, Assistant General Manager Comfort Inn, Concord NH. "This is the first time we've received this award after almost twenty years in operation, and it's due to the hard work and dedication of our great staff and the services we offer to our guests," said Jessica.*

The Concord Comfort Inn earned this prestigious award for meeting and surpassing several key thresholds essential to achieving complete guest satisfaction. The hotel and its staff scored high marks for cleanliness and property maintenance, maintained a low ratio of guest complaints and had no more than one "unresponsive" guest complaint on record over the last year. The Concord Comfort Inn met or

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Shown back row l-r: Stacy Harkabus, Executive Housekeeper and Cris Heath, Chief Engineer. Front l-r: Michelle Wilson, General Manager; Jessica Jenkins, Assistant General Manager of the Comfort Inn, Concord NH.

## A MESSAGE FROM CHRIS



Chris Gistis, CEO

While news of the economy remains unsettling, it is showing small signs of improvement. With the arrival of spring, people's minds will turn to travel. These strenuous times provide a great

opportunity for us to reflect on the role each of us plays in making Linchris great and to find new ways of improving our product. To aim for merely good service is not nearly enough; for us to continue to succeed we have to strive for great service. To assist us in achieving this goal, we have brought on board as our Director of Corporate Training **Bob Albom**. Bob brings a wealth of hospitality experience to this position. A brilliant speaker and trainer, he is looking forward to sharing this knowledge with us. As part of his duties, Bob will be contributing a regular column to the newsletter entitled "Life in the Fast Lane" beginning with this issue.

In this issue of the newsletter, we celebrate the Employee of the Year, that person who time and again has demonstrated a commitment to excellence in the performance of his or her duties. With so many deserving candidates in our family, choosing just one person for this honor has proved a daunting task. However, choose we must and the individual we have selected is **Simone Barker** of the **Hampton Inn, Revere MA**. She has displayed all the key attributes of service excellence.

Congratulations, Simone!

## Linchris Continues Tradition of Promoting From Within



**Brian Anderson**, General Manager of the **Holiday Inn, Mansfield MA** has once again been promoted this time to the **Holiday Inn, Brookline MA**. His Assistant General Manager, **Nate Weare**, has now taken over as the new General Manager at the Mansfield property.

Brian Anderson, General Manager, Holiday Inn, Brookline MA

Nate Weare, General Manager, Holiday Inn, Mansfield MA



**Tracie Parker** has been promoted from Front Desk Manager to General Manager of the **Hampton Inn, Littleton NH**. Tracie has been a member of the team since the May 2005 opening, beginning as a night auditor at the property.



Brandy Smith

"The Linchris history of longevity, and its emphasis on team-building have really impressed me over the years," said Parker. "Also, the company gave me a great foundation in the hospitality business and I have experienced first hand their commitment to growing from within." Brandy Smith will take over as Front Office Manager at the Hampton Inn, Littleton NH.



Tracie Parker and now President Barack Obama

## "Wild" Time Had at Best Western-Rutland

Hotel staff and their families at the **Best Western, Rutland VT** were recently treated to a private show by wildlife expert **Jack Hanna**. His wildlife entourage included a sloth, bearcat, cheetah cubs, penguin, 15-foot Boa Constrictor, flamingos, goats and an African Porcupine. Hanna was staying at the hotel while performing two shows at the Paramount Theatre in Rutland.



Jack Hanna poses with Rutland staff during a recent stay.

## Holiday Inn Rockland Wedding Giveaway

The **Holiday Inn, Rockland** was a recent sponsor of a bridal show at the Independence Mall in Kingston, MA. **Danielle Iworsley**, Sales Manager, Holiday Inn, Rockland MA and **Moriah Saccardo Roscoe** (shown far right), Regional Sales, Linchris Hotel Corp., were on hand to present one lucky couple with a free wedding package at the Holiday Inn.



## 2008 LINCHRIS HOTEL CORPORATION



BEST WESTERN INN & SUITES, RUTLAND VT  
-- **Tammy Wortman** Breakfast Hostess



BEST WESTERN-TERRACE INN, BRIGHTON MA  
-- **Claudette Alexis** Asst. Housekeeping Supervisor



COMFORT INN, CONCORD NH  
-- **Cameron Audet** Front Desk



COMFORT INN, HYANNIS MA  
-- **Mark Gates** Night Auditor



COMFORT INN & SUITES, ST. JOHNSBURY VT  
-- **Judy Deigneault** Front Desk Agent



HAMPTON INN, COLCHESTER VT  
-- **Mckenna Tatro** Front Desk Clerk



HAMPTON INN, LITTLETON NH  
-- **Brandy Smith** Front Desk Manager



HILTON GARDEN INN, PLYMOUTH MA  
-- **Sara Dinani** Waitress



HOLIDAY INN EXPRESS, KEENE NH  
-- **Jeffrey Marsh** Housekeeping/Front Desk

## Setting the stage for a more productive you!

During today's economic uncertainties, now is the time to focus on efficiencies that you have direct control over -- not those that you don't! "Yes we can" became a battle cry in the recent election campaign, just as it should become the new attitude of approach to your everyday work habits and success. Be positive and ask for more responsibilities. Rather than wallowing in negativity, display a proactive mindset and step up to the plate. A constant flow of communication is key! Talk through a situation instead of expecting someone to read your mind. Displaying a willingness to learn will enable you to perform more tasks. The more you know the more valuable you become not only to your employer and more importantly to yourself. Self pride and self respect are key motivators to making positive things happen. Here are some practical steps to help you step up to the plate:



Bob Albom



Remain upbeat and positive. Surround yourself with positive people to learn from and grow with. Look for those who are determined to move forward and seek change for the better.



Ask your supervisor for educational opportunities in your workplace that can elevate your status, experience and value. When promotions or bonus opportunities become available, this will give you an advantage that may put you first in line!



Brainstorm -- don't blame-storm. Develop ideas that will create savings and promote a positive atmosphere rather than finding fault with people or circumstances. This will help you become a part of the solution - not part of the problem.



Embrace the "newbie." There is so much to learn in a short period of time. Teach new hires "best practices" by showing them what you did to make positive things happen. New hires don't need negativity; they want to feel like they have made the right decision choosing their new position.



Remember that a guest's complaint is about an issue -- not about you. Often times we hear how hard it is not to take situations personally when a guest yells at an employee. Remember to Q-TIP -- quit taking it personally. Fix the guest's issue and you will see how quickly and positively their attitude changes. Repeat guests don't return until we make good things happen that make them want to come back.

**Make something happen today:** Submit your best customer service experience to [linchris44@aol.com](mailto:linchris44@aol.com). The experiences selected will appear in this column with your name.

## DoubleTree Milford teaches kids to CARE

On Wednesday February 11, 2009, members of the CARE Committee at **DoubleTree, Milford MA** gave a tour of the hotel to students from Blackstone Valley Vocational Schools Developmentally Disabled Program. During the tour, Thomas Perron, Director of Food and Beverage/CARE President, and Bea Belanger, catering coordinator/CARE secretary, gave the students a first-hand look into what it means to work in a variety of positions within the hotel industry. Students' interests ranged from culinary to linens and their experience was hands-on, similar to the co-operative learning experience they go through at the vocational school.



"It was amazing to see the students' fascination with the day-to-day hotel operations that we usually take for granted," said Perron.

Students were given the opportunity to help the housekeeping department throw laundry down the laundry chute and carry trays in the banquet department.

At the end of the tour, each student was given a DoubleTree gift bag containing branded items as well as the famous DoubleTree chocolate chip cookie.

## EMPLOYEES OF THE YEAR



HOLIDAY INN EXPRESS, SPRINGFIELD VT  
-- Sharon Bodo Breakfast Bar Server



HOLIDAY INN, BROOKLINE MA  
-- Maria Cotreras Banquet Server/PT Accountant



HOLIDAY INN, FALMOUTH MA  
-- Kathy Costa Guest Services Agent



HOLIDAY INN, MANCHESTER NH  
-- Victoria Myers Room Attendant



HOLIDAY INN, MANSFIELD MA  
-- Patricia Neal Waitress



HOLIDAY INN, SALEM NH  
-- Jocelyn Dugdale Assistant Housekeeper



HOLIDAY INN, WEIRTON WV  
-- Michael Wenner Asst. Maintenance Supervisor



FOUR POINTS, EASTHAM MA  
-- Ted Mickle Bartender

Congratulations to all of you!

## Spotlight on Allen Cameron



Allen Cameron and Jacqui Frost

Veteran Linchris employee **Allen Cameron**, Controller of **Sheraton Four Points, Eastham MA** recently completed a three month stint as Acting General Manager filling in for General Manager **Jacqui Frost** who took a company sponsored three month sabbatical in January. Allen, who has been with Linchris since October 1996, shares his thoughts on what makes each role different. "As a GM you spend a lot of time on the phone dealing with a variety of people," said Allen. "It was a switch because I'm a numbers guy - and numbers don't talk back!" Allen went on to say, "As an accountant you generally look back at figures, but as a GM, you look towards the future."

Jacqui enjoyed her three month paid sabbatical, a benefit available to Linchris General Managers. She visited Hawaii and Aruba. "It was something I'll never forget," said Jacqui. "I'll always be eternally grateful to Linchris for this opportunity - and I encourage anyone who is a GM and hasn't taken it yet to do so very soon."

There is a bit of planning involved in this kind of situation: Jacqui and Allen spent a lot of time together talking about the role and what to expect during the course of the three months.

Allen enjoyed the opportunity to contribute to a different role in the organization. "Working with Linchris is like working for a giant family," said Allen. "And the great environment really starts at the top - with Chris Gistis."

## Linchris Properties Garner Awards

The **Best Western, Rutland VT** was recently awarded the "Director's Award" from Best Western in recognition for achieving a score in the top 20% for Quality Assurance. The **Holiday Inn, Manchester NH** was ranked number one in overall satisfaction for the month of March by Holiday Inn, beating out all other full-service Holiday Inns throughout New England. "For three years we were number two, and as of March 2009 we ranked number one over everyone in New England," said **Rachel Kuhn**, General Manager Holiday Inn Manchester NH. "This is a pretty huge accomplishment," said Rachel. "I am very proud of our staff."



Holding the Director's Award l-r are Mary Senecal, Executive Housekeeper; Coleen Eddings, General Manager; Eric Bradley, Chief Engineer and Josie Carroll, Assistant Executive Housekeeper.

*Platinum Award continued from cover*

exceeded Comfort Inn standards and fulfilled the promises of the Comfort Inns to guests. Finally, guest surveys revealed that they were much more likely to recommend this hotel to friends and family following their stay because of the great experience they had.

Only two percent of properties in the Choice Hotels system were awarded the exclusive Choice Platinum Award this year.

"The Concord Comfort Inn should be very proud to have reached this distinguished milestone," said Steve Joyce, Vice Chairman and Chief Executive Officer of Choice Hotels. "Their attention and dedication to providing the highest level of guest service is the very reason they are now being recognized as a distinguished and very special member of the Choice Hotels family."

Concord is the second Linchris hotel to receive this award. The Comfort Inn and Suites, St. Johnsbury VT under the management of Brett Loehr has earned this prestigious award three times; 2003, 2004, and 2007! "I know how much hard work, dedication and attention to detail is needed to achieve this award," said Brett. "Michelle and her team should be very proud of themselves."

*"Their (The Comfort Inn) attention and dedication to providing the highest level of guest service is the very reason they are now being recognized as a distinguished and very special member of the Choice Hotels family."*



Some staff members of the Holiday Inn Express, Keene NH stand in front of the newly re-designed sign.

*Simone Baker continued from cover*

Simone's selfless love for people became evident during an incident that occurred one morning after her overnight shift. She was riding the bus home when a woman was stabbed by her boyfriend in a domestic argument. Simone did not hesitate, immediately began applying pressure to the woman's wound and offering reassurance until the ambulance arrived.

*"That is the special kind of person we are proud and privileged to know," said Karen. "We are very lucky to have her as part of our team. We are all very grateful to have the opportunity to have Simone Barker recognized and acknowledged for how truly wonderful she is and how her accomplishments have made her the Employee of the Year."*