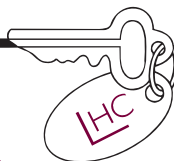


The Innsider

A Newsletter by Linchris Hotel Corporation



Shatney Wall named Linchris Employee of the Year

Shatney Wall, Restaurant and Banquet Server at the **S**Holiday Inn in Falmouth, MA has been named "Linchris Employee of the Year 2007"! Shatney is the latest in a series of Linchris employees to be honored by this program, which allows each hotel's Employee of the Year to be considered as a candidate for the corporate title. This annual tradition honors one exemplary employee from across the Linchris "family" who best represents the Linchris Hospitality Standards for "Driving Excellence" in a particular year. The Linchris Employee of the Year is chosen from the individuals who received Employee of the Year recognition for his/her property. Nominations are based on letters of recommendation from each hotel's General Manager. Each hotel is also given the opportunity to speak with the panel of judges to explain why its Employee of the Year should be named the Linchris Employee of the Year. Shatney's award includes a check for \$2,000; a luncheon held in his honor with Linchris executives; a framed copy of his Innsider cover story on display for a year in the hotel's lobby and his own personal parking spot at the hotel for a year. Shatney also receives the Linchris Employee of the Year trophy. This is the first time the trophy will be awarded. The trophy depicts a globe which symbolizes the world of hospitality, being supported by four pillars. Each pillar represents the four Linchris standards: Be Accountable; Anticipate our guests' needs; Smile & Greet; and Speak Enthusiastically.



"Shatney truly embodies what it means to be Linchris Employee of the Year. He is hard working, reliable and well-liked by staff and guests alike," said **Bob Anderson**, Vice President of Operations. *"He has been selected Employee of the Quarter for the property four times and it is wonderful to see him receive the recognition he deserves from the entire company."*



Before joining the Linchris family in May 2002, Shatney worked at the Holiday Inn Select, Holiday Inn Crown Plaza and the Holiday Inn French Quarter as a bus person and room service server down South in New Orleans. When he made the move up to Falmouth to be closer to his family, he jumped at the opportunity to work at the Holiday Inn in Falmouth. Shatney began his "Northern" career as a bus person and has since added banquet server and now restaurant server to his list of credentials. In addition to his serving duties, Shatney has

become the right hand man to the managers at the property, constantly doing whatever he can to make shifts run smoothly. The Holiday Inn's managers all have great confidence in Shatney and know that when he is on the schedule, events will run smoothly. Shatney always goes the extra mile and takes the initiative to get jobs done whether or not they are his responsibility.

Turn to **Employee** on page 6

Comfort INN Hyannis Gives Back to the Community

The **Comfort Inn** of **Hyannis** recently received a new bedding package as part of the new Choice Hotels standards. Not wanting to waste its older sheets and comforters that were in great condition, the hotel donated its old bedding to the **NOAH Homeless Shelter** in Hyannis. The linens they were not able to give to **NOAH** were donated to the local **MSPCA**.

"We filled an entire U-Haul truck with the bedding we donated," said General Manager **Danielle Houle**. *"The people at the shelter were extremely appreciative of the donation, and our staff was really pleased to be able to help the community and create a positive atmosphere in the workplace."*

It had been a number of years since the **Comfort Inn** had received an entire bedding package. *"The new hotel linens really spruce up the rooms and our guests have noticed the change. We have already noticed a rise in our guest satisfaction scores,"* said **Danielle**.



A Message from Chris

I take particular pride as I write my letter to you for this issue because, as you will see as you read this newsletter, we



Chris Gistis, CEO

have celebrated numerous milestones and memorable moments in the past few months, not the least of which is our acquisition of five new properties valued at \$100 million and adding 855 rooms to our portfolio!

My sincerest thanks to all of you who played a part in making this transaction a success. Your hard work has opened up countless opportunities for us as a company and for our employees, who will benefit from these expanded opportunities. Special thanks go out to Strategic Capital Partners, LLC of Chicago. Their great faith in our abilities to own and manage our properties has made this acquisition possible, and hopefully many more in the future.

This is an exciting time for us, and I look forward to sharing more good news with each issue of this newsletter. And of course, welcome to those newest members of the Linchris family!

Employee Appreciation

The **Hilton Garden Inn** in **Plymouth, MA** held its 2nd Annual Employee Appreciation/Holiday Celebration on Sunday, February 10, 2008, complete with a western theme and a murder-mystery play presented by Brickroad Entertainment. The theme extended to the food, decorations, and the employees came dressed in their best western outfits. Congratulations to **Barry Ruspus** of Food & Beverage/Maintenance for successfully solving the murder-mystery crime.



Employee Bill Dunfy enjoys 2nd Annual Employee Appreciation Dinner



Line Cook Sammy Salgero and Exec. Chef Martin O'Shea

On February 20, 2008 the **Holiday Inn** in **Mansfield, MA** celebrated its "Constant Caring Friend" luncheon, a monthly event that gives the staff the opportunity to announce the Employee of the Month as well as serve as a team building event. This month's activity was Jeopardy and all the questions were about the hotel.

Hampton Inn receives Circle of Excellence Award

Congratulations to the **Hampton Inn** of **Littleton, NH** for receiving the Circle of Excellence Award for 2007 from Hilton Hotels Corporation. Receiving the Circle of Excellence Award places the Hampton Inn in the top 10 percent of Hampton Inns worldwide. The award is based on a record of friendly service, clean rooms and staff attitude. Last year the Hampton Inn was the recipient of the Lighthouse Award.



LINCHRIS HOTEL CORPORATION — INDIVIDUAL EMPLOYEES OF THE Year 2007

Meet
the 2007
Employees
of the
Year!

Sandy Mainolfi



Housekeeper
Best Western Inn & Suites
Rutland VT

Sarah Whittemore



Front Desk Agent/Housekeeper
Comfort Inn & Suites
St. Johnsbury VT

Linchris Hotel Corporation Adds Five New Properties to Company Portfolio



Comfort Inn Augusta



Holiday Inn Revere



Hamton Inn Mansfield



Holiday Inn Augusta



Holiday Inn Brookline

Linchris Hotel Corporation has made a major move into the urban New England market with the purchase, in partnership with Strategic Capital Partners, LLC of Chicago, of five properties from Fine Hotel Corporation of Wellesley, MA.

With the addition of these properties, Linchris now operates 25 properties in six states ranging down the Eastern seaboard from Maine to West Virginia.

This \$100 million acquisition, the largest purchase to date for Linchris, gives the company its first significant presence in a major market such as Boston. The newly-acquired properties add 855 rooms to the company's portfolio and include the 227-room **Hampton Inn Boston Logan Airport**, the 225-room **Holiday Inn Brookline, MA**, the 202-room **Holiday Inn Mansfield, MA** and the 102-room **Holiday Inn** and the 99-room **Comfort Inn of Augusta, ME**.

"We are proud that our successful track record with the properties we currently operate has brought us to this level," said **Chris Gistis**, Linchris Hotel Corporation CEO . *"Over the years we have prided ourselves on developing a strong base that allows us to acquire and effectively manage our properties. This latest acquisition is a testament to the hard work of our employees and the strength of our current portfolio."*

LINCHRIS HOTEL CORPORATION — INDIVIDUAL EMPLOYEES OF THE Year 2007



Kristie O'Neill

Housekeeper
Comfort Inn
Augusta ME



Corissa Miner

Housekeeper
Comfort Inn
Concord NH



Carmen Trevizolli

Housekeeper
Comfort Inn
Hyannis MA



Katey Baker

Front Desk Agent/Sales
Four Points
Eastham MA



Denise Stoddard

Sales Assistant/Accounting
Hampton Inn
Colchester VT



Brandy Smith

Front Desk Agent
Hampton Inn
Littleton NH

Welcome to the Linchris family!

General Manager **Jacqui Frost** of the **Four Points Sheraton** and the **Ocean Park Inn** in **Eastham, MA**, became a first-time grandmother this summer. Her daughter, **Cassandra Sylvia** of the **Four Points Sheraton** and the **Ocean Park Inn** front office, gave birth to **Matthais Emmanuel Santos** on August 7.

Jessie Jenkins, Assistant General Manager at the **Holiday Inn** in **Falmouth, MA**, gave birth to a son, **Hayden Pond**, on August 11.

Patricia Raymond of the **Holiday Inn** in **Salem, NH** became a first time grandmother to a baby boy.

Congratulations to all our family's new families!



Matthais with his parents



Jessie Jenkins and Hayden



Patricia Raymond and her grandson

Wedding Bells Are Ringing for Linchris Employees

Frank LaGrande, General Manager of the **Holiday Inn Express** in **Keene, NH**, tied the knot on October 13. He and his wife **Tara Marie** recently returned from their honeymoon in Ireland.

Dorothy Chorazyczweski, Director of Sales and Marketing at **Four Points Sheraton** of **Eastham, MA**, married **Derek Burritt** on November 10. Wanting to celebrate her special day with her extended Linchris family, Dorothy and Derek had their reception in the Four Points ballroom.

Shannon Rudolph from the Linchris Corporate Accounting Department recently got engaged! Congratulations Shannon and John and good luck with your wedding planning!



New on Board



Steve Gordon

Two of our newest properties, the **Hampton Inn** in **Revere, MA** and the **Holiday Inn** in **Brookline, MA** have welcomed aboard new GMs. **Steve Gordon** will be serving as GM of the Hampton Inn while **Pierre LaMarre** will be GM of the Holiday Inn.



Pierre LaMarre

Welcome aboard gentlemen!

Promotions



Theresa Burkhardt was recently promoted to the accounting department at Linchris Hotel Corporation headquarters.



Brian Anderson was recently promoted to GM of one of Linchris' newest properties, the 202-room **Holiday Inn** of **Mansfield, MA**.

LINCHRIS HOTEL CORPORATION — INDIVIDUAL EMPLOYEES OF THE Year 2007



Beatriz Espinosa

Housekeeper
Hampton Inn
Revere MA



Paulo Besser

Houseperson
Hilton Garden Inn
Plymouth MA



Michelle St. Pierre

Housekeeper
Holiday Inn Express
Keene NH



Teresa Castellanos

Housekeeper
Holiday Inn Express
Poughkeepsie NY



Nick Marro

Maintenance
Holiday Inn Express
Springfield VT



Mirna Granados

Housekeeper
Best Western Terrace Inn
Boston MA

Linchris promotes from within

As a result of our most recent acquisition we have continued our tradition of promoting from within this season. **Bob Anderson** was recently promoted to the position of Vice President of Operations.

Prior to making the move to Corporate Headquarters Bob was the Area Director of Operations for Cape Cod. In that role Bob was responsible for assisting the General Managers of the Cape properties including: Holiday Inn, Falmouth; Comfort Inn, Hyannis; Ocean Park Inn, Eastham; Sheraton Four Points, Eastham; and the Surfside Inn, Provincetown.



Bob Anderson

Bob has held a wide range of positions during his tenure with Linchris. Originally hired as the Beverage Club Manager in Williamsport, PA, Bob worked his way north to Concord, NH where he held the position of Food and Beverage Manager. He was then promoted to the position of General Manager for Days Inn in Lynn, MA, and then General Manager in Springfield, VT. In 1997 Bob left Springfield and moved on to serve as GM of the Holiday Inn in Falmouth. It is from that position he was promoted to Area Director of Operations. Bob joins Senior Vice President of Operations Robb Moskowitz at Corporate Headquarters in Hanover, MA.

"Bob has been with Linchris since almost Linchris' beginning and it has been extremely rewarding to see him flourish with us and succeed," said **Chris Gistis**, CEO. *"From lounge manager to general manager to vice president, he has excelled at all tasks assigned to him. I am very proud of his accomplishments, as he should be as well, and look forward to seeing what is in store for him in this new position."*

Hip-Hop Comes to the Best Western Terrace Inn



Best Western Terrace Inn Front Desk Agents/hip-hop performers **Stewart Lee** (left) and **Fritz Pierre** (right) have started to gain a serious hip-hop following in the Boston area. These entertainers are attracting large crowds at their performances in such Boston hotspots as "The Middle East" and "Paradise." Stewart is the primary performer of the group with 11 albums under his belt, and Fritz serves as his promoter. Stewart's most recent album is entitled, "Stucat Knocking On The Devil's Door."

LINCHRIS HOTEL CORPORATION — INDIVIDUAL EMPLOYEES OF THE Year 2007

Amanda Kostopoulos



Front Office Supervisor
Holiday Inn
Manchester NH

Teddy Woods



Front Office Supervisor
Holiday Inn
Mansfield MA

Sue LaVallee



Guest Service Agent/Sales Asst.
Holiday Inn
Salem NH

Avis Spencer



Housekeeping Dept.
Holiday Inn
Weirton WV

New GM at Comfort Inn in Hyannis

Danielle Houle has been promoted to General Manager of the **Comfort Inn of Hyannis, MA.**

Danielle was previously the Regional Director of Sales for the Hampton Inn, Littleton, NH and the Fairbanks Inn and Comfort Inn & Suites, both located in St. Johnsbury, VT. Danielle got her start with Linchris at the Comfort Inn, Concord, NH before she was promoted to Front Office Manager in St. Johnsbury.



Danielle Houle

"Danielle started with Linchris at the Comfort Inn in Concord as a Front Desk Employee," said Comfort Inn GM **Michelle Wilson.** *"She was a great employee and hard worker. Even though her position called for her to be at the desk, she never hesitated to help out in the other departments. Danielle will be a wonderful GM, not only because she has the determination but because she took the time to learn about all the departments in the hotel."*

"Danielle is just one more example of the Linchris commitment to promoting from within. Danielle and I worked together for almost three years. She was promoted to Director of Sales and Marketing for my three hotels, then assumed the responsibility of Acting General Manager allowing me to take my second sabbatical," said **Brett Loehr**, Regional Director of Operations for Linchris Hotels. *"She is one of the most intelligent, hardest working and dedicated individuals I have ever had the privilege to work with."*

INN the News

Dorothy Burritt, Director of Sales and Marketing at the **Four Points Sheraton in Eastham, MA**, attended Starwood's Property Service Culture Training in Minnesota and, after successfully completing the five-day training, has become a certified Property Service Trainer. Dorothy has begun to roll out a four-week training course for all employees at the Eastham Four Points Sheraton.



Dorothy Burritt



Trisha Johnson

Trisha Johnson, Front Desk Clerk at the **Holiday Inn in Falmouth, MA** came to the aid of a family in need. On a snowy, windy night when the boats were not run-

ning an emotional father called the hotel and pleaded with Trisha for help. His 16 year-old daughter was stranded in Falmouth with no money and no way home. Trisha reassured the caller, and in turn, called a friend who worked at the ferry. Trisha arranged for transportation for the young girl to the hotel, coordinated the father's payment for a room, rounded up some food, and made sure she got to the boat the next day. Thank you, Trisha for going above and beyond and reaching out to this young girl. Your acts truly exemplify the Linchris spirit.

Sixth Linchris Property Goes Smoke-Free!

In November, the **Holiday Inn in Salem, NH** became smoke-free. All of the hotel's bedding was replaced, with the older bedding generously donated to several fire victims in the area.

A number of Linchris properties are now non-smoking, including the **Holiday Inn Express of Springfield, VT**, the **Holiday Inn Express of Keene, NH**, the **Hilton Garden Inn of Plymouth, MA**, the **Comfort Inn of Hyannis, MA**, and the **Holiday Inn of Falmouth, MA**.



Linchris Hosts Front Office & GM Workshop



This past March, Vice President of Revenue Management **Liz Jobin** and Area Director of Operations **Nick Pancoast** hosted a very successful and informative Front Office and General Manager Workshop at the **Hilton Garden Inn in Plymouth, MA**.

EMPLOYEE continued from cover

*"Our staff was extremely pleased when Shatney was chosen as our property's Employee of the Year. We could not have a better person representing our hotel," said **Diana Sanchez**, Business Manager at the **Holiday Inn in Falmouth, MA**. "He is the most respected and well-liked person on the staff. We have received several comment cards from guests commenting on Shatney's professional appearance, and wonderful demeanor. I am proud of Shatney for receiving this honor and can not say enough great things about him!"*

Shatney takes it upon himself to ensure that every guest has a pleasant experience at the hotel. This past February a mystery shopper visited the hotel's restaurant while Shatney was on duty. The shopper praised the attentiveness he received from Shatney during his meal. Whether he needed a plate cleared or a refill of his water, Shatney had it taken care of before he could even ask. Meeting Shatney was the highlight of the visit and left a great impression on the shopper.

The Employee of the Year program began in 2002. Shatney follows in the footsteps of past Linchris Employees of the Year: 2002 - Lanie O'Brien, Holiday Inn Express, Keene NH; 2003 - Roberta Plourde, Comfort Inn, Concord NH; 2004 - Diana Karels, Holiday Inn, Salem NH; 2005 - Peggy Weaver, Hampton Inn, Burlington VT and 2006 - Bonnie Freeman, Holiday Inn, Weirton, WV.

Linchris Hotel Corporation congratulates Shatney on his outstanding achievement, and applauds the everyday example he sets for us all!