



A Newsletter by Linchriss Hotel Corporation



## Going Above & Beyond the Call of Duty



Shown here (l – r) are: Brian Anderson, General Manager, Holiday Inn, Brookline, MA; Karen Garrison, IHG Stay Real Consultant; Alyssa Ginsberg, Front Desk Supervisor, Holiday Inn, Brookline, MA; and Jim Abramson, IHG President of the Americas.

Jim Abramson, Intercontinental Hotels Group, President of the Americas, paid a surprise visit to the **Holiday Inn, Brookline, MA** on July 30<sup>th</sup> to honor **Alyssa Ginsberg, Front Desk Supervisor**, with the “Celebrate Service Award.”

She is one of only 11 IHG employees from the U.S., Canada and Mexico to be honored with this prestigious award this year.

According to **Brian Anderson, General Manager**, Alyssa was awarded for her commitment to go above and beyond in regards to guest satisfaction.

Here’s why...

*A guest of Holiday Inn, Brookline flew in unexpectedly from Montreal to visit his son at Brigham and Women’s hospital who had suddenly fallen ill. Upon arrival at the hotel, the guest received an urgent message to contact his family. He did not have a phone, so Alyssa offered him the desk phone. The guest then found out his son had passed away an hour before and he did not get a chance to say goodbye. The very emotional guest relayed this turn of events to Alyssa, who did not waste a moment. She immediately sent the guest to the hospital via the hotel shuttle to meet his family. In his absence Alyssa, went to Walgreen’s to purchase a sympathy card and extended him any service he might need during his stay. She also had a cheese platter made up and put into his room. Upon the guest’s arrival back to the hotel, Alyssa sat down with him and they had a conversation and a good cry together. Actually, Alyssa cried every time she saw this guest. Alyssa made sure that he ate while he was there and that he was okay. Upon his departure, he told the staff that as far as he was concerned Alyssa “Walked on Water.” Alyssa made a faithful guest that day that has returned to the Holiday Inn, Brookline twice since the loss of his son.*

In recognition for her outstanding service, Alyssa was awarded with two tickets to the closing ceremonies for the 2010 Olympics in London, complete with airfare and accommodations. “I’ve never won anything like this before,” Alyssa said. According to Brian, she was so excited, she was shaking for over an hour. **Nice work, Alyssa!**

## The Linchriss Challenge Nick’s Ride for Kids



**Nick Pancoast Bikes 630 Miles to Raise Funds for Children with Cancer**

**Nick Pancoast, Area Director of Operations for Linchriss Hotel Corporation**, is riding his bicycle 630 miles in 10 days to raise funds for three New England children’s hospitals. He is spending September 3-12 traveling to all 22 Linchriss hotels throughout New England.

During his ride, Nick is also visiting the three benefiting children’s hospitals: Vermont Children’s Hospital at Fletcher Allen Health Care, The Pediatric Cancer Program at Dartmouth-Hitchcock Norris Cotton Cancer Center and Patient Care at Children’s Hospital Boston. During his visits, Nick’s sister-in-law, Judy Pancoast, a family entertainer and recording artist, is performing a concert for the patients, their families and the hospital staff.

All employees throughout New England are helping in this cause by promoting the event in an effort to raise awareness and entice donations. Many are soliciting their vendors to donate to the cause and some have even hosted events to help raise money. The **Hampton Inn, Colchester, VT** hosted a Comedy Show on July 31<sup>st</sup>, with all proceeds going toward the cause. “The show raised \$2,000 for Nick’s Ride.

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## A Message from Chris



The success of this company has been – and will always continue to be – based on our ability to take care of our guests and our employees, as

all make up an important part of the Linchris team.

With this in mind, I'd really like to take this opportunity to single out two individuals who perfectly exemplify the necessary qualities of caring, compassion and giving that one must have to succeed in the hospitality industry – as well as in life in general.

**Alyssa Ginsberg, Front Desk Supervisor, Holiday Inn, Brookline, MA** and **Nick Pancoast, Area Director of Operations for Linchris Hotel Corporation**, are two extraordinary people who exemplify the spirit of our company beyond expectations.

You will read special stories about each of these employees in this issue of the Insider and see first-hand that they are not only great hotel personnel, but exemplary human beings. Their unselfish efforts to go above and beyond to help others in need shines through in their work and their daily lives.

Allyssa is a hospitality school student who recently received a prestigious award from the IHG President of the Americas for her caring ways in working with our guests. This will lead her down a path for an unquestionably successful career. While Nick's unselfish efforts to raise money for a very worthy cause in the memory of his mother and my son's wife go above and beyond the imagination. These are definitely two employees to be admired and I am proud that they are a part of the Linchris family.

*Thank you both for your hard work and dedication.*

## Executive Housekeeper Makes House<sup>Hotel</sup> Calls

When there is a new Executive Housekeeper in the Linchris family to be trained, the call goes out to **Kim Bedell, Executive Housekeeper, Hampton Inn, Colchester, VT.**

"This on-site training has been going on for several years," stated **Maureen Brown, General Manager, Hampton Inn, Colchester, VT.** "I have worked with Kim for 14 years and it does not surprise me that the company respects her abilities and professionalism enough to call on her as often as they do. When she worked with me prior to coming to Linchris, she helped me achieve seven consecutive Gold Awards from Choice Hotels and allowed us to qualify for two platinum awards. I know many managers within the company consider me very lucky to have her."

"Kim was wonderful!" said **Jacquie Frost, General Manager, Four Points, Eastham, MA.** "She came to our property for three days to assist our newly appointed Director of Housekeeping. We were very grateful to have her. She is one talented and extremely likeable person and the housekeeping staff was very impressed with her."



## Hotels for Hope Wins Team Spirit Award



For the second year in a row, more than 50 employees from three Linchris Hotel properties gathered their family members together to form the "Hotels for Hope" Relay for Life team. Consisting of staff members from the **Hampton Inn, Littleton, NH** and from the **Comfort Inn & Suites and Fairbanks Inn, both in St. Johnsbury, VT** Hotels for Hope was one of only four teams to receive the Team Spirit Award. The group has become one of the largest teams participating in the event, raising more than \$10,000 over the past two years, and has committed to continue participating on an annual basis. *"To say I'm proud of the team would be an understatement of a lifetime,"* said **Brett Loehr, Area Director of Operations.**

# Fruit Carving 101

**Jean Silva, Cook** for the **Holiday Inn, Rockland, MA** is a master in the art of fruit carvings. He teaches a class on the art of fruit carving and he has been recognized for his work in the media on a regular basis. Jean was spotlighted in the magazines *Shalon* and *Batepapo*; he was also featured in *The Brazilian Times* newspaper and on a Brazilian radio station.



According to **Keri FitzGerald, General Manager**, “Jean has worked at the hotel for four years where guests have greatly enjoyed his sculptures. In fact, many of our brides and meeting planners ask specifically for Jean’s fruit carvings to be at their events. Almost every time Jean makes something for an event at the hotel, the attendees are so impressed they actually take pictures of his creation.”

Along with his responsibilities at the Holiday Inn and teaching, Jean has also now created his own independent fruit carving business called Fruit Decoration Company. Serving the special events industry, Jean carves fruit creations for birthday parties, weddings, and anniversaries. The business has become so popular he is booked months in advance.

## *Nick's Ride, continued from cover*

I'm so grateful to the entire staff, the comedians and everyone who donated time and money for this, especially Maureen Brown, General Manager; Jim Martin, Banquet Manager; and Ed Sanders, Sales, who all spearheaded this event.” Nick added that The Hampton Inn, Boston Logan Airport, may host an event to raise money as well.

“The inspiration for the ride comes from my mother, Patricia Anderson, and Mary Gistis, the wife of Linchris Hotel Corporation’s Chief Financial Officer, who both passed away from cancer,” Nick explains. “I’ve received so much support from everyone here at Linchris. I’d like to thank everyone who has helped me raise money for this worthy cause.”

# Promoting from Within

**The Holiday Inn Express, Springfield, VT** has a new **General Manager. Danielle Calkins** has been with Linchris for seven years. Starting out as a Front Desk Agent, she quickly moved her way up through the ranks. Most recently, she was the Assistant General Manager of Holiday Inn, Salem, NH.



# Celebrating 31 Years



Through three decades of renovations and staff changes at the **Holiday Inn, Brookline, MA** guests and employees have been able to count on one constant during the last 30 years: **Walter Thorburn, Bartender of the**

**Gateway Lounge.** Walter, who was named “Best Bartender” by the *Brookline Spy* in 1991, celebrated 31 years here in July, making him the hotel’s longest-tenured employee.

# Driving Excellence

*Executive Housekeeper / Chief Engineer Workshop*



Linchris sponsored a workshop at the **Holiday Inn, Rockland, MA** in June, which was held exclusively for Executive Housekeepers and Chief Engineers.

Topics covered included: safety and security; carpet care; vinyl repair; cleaning techniques; HVAC repair; and interviewing procedures.

# Welcome Aboard!



**Pauline Pedula** was hired as **Director of Housekeeping** for **Four Points, Eastham, MA**. She enjoys skiing, riding her Harley and hopes to add sailing to her list of hobbies.

**Alex Sigal** joined the **Holiday Inn, Brookline, MA** as **Chief Engineer** on June 28<sup>th</sup>. Alex was previously Chief Engineer at the Hilton at Logan Airport and the Doubletree Suites Hotel in Boston.



**Januario Oliveria** has also joined the **Holiday Inn, Brookline, MA** as the new **Housekeeping Supervisor**. Previously he was the Housekeeping Supervisor at the Grand Bohemian Hotel in Orlando, FL.

## The Stork Report



Congratulations to **Sara Bautista**, a **Housekeeper** at the **Best Western Terrace Inn, Brighton, MA** and her husband, Elden, who welcomed their new son, Steven Bautista, into the world on March 30<sup>th</sup>. Steven weighed 8½ pounds and was 21 inches long at birth.

Congratulations to **Annie Kaye**, **Housekeeper**, **Holiday Inn, Manchester, NH** and her family on the birth of her new baby girl. Georgina was born on July 2<sup>nd</sup> at 8 pounds, 15 ounces. Annie worked on July 1<sup>st</sup> and went into labor when she got home that day.



## INN the News



The team of the **Holiday Inn, Salem, NH** congratulates **Lidia Mills, Housekeeper**, for becoming an official U.S. Citizen. "After weeks of studying, Lidia took her exam on July 26<sup>th</sup> and passed with flying colors," explained **Molly Mulholland, General Manager**. *Congratulations Lidia!*

**Holiday Inn Express, Springfield, VT** employees had a great time "Celebrating Service Week" by coming up with a different surprise theme each day. In this photo (l - r):



**Stephanie Parker, Operations Manager; Nick Marro, Executive Housekeeper; Nate Parker, Chief Engineer; and Danielle Calkins, General Manager**, are shown wearing housekeeping uniforms as they get ready to clean rooms for each housekeeper. *According to Danielle, "It was our small way of thanking our team."*



*Left to Right: Student Lukasz Zweigert from Poland; Students Anastasia Nastas, Valentina Vizir and Anastasia Sotnic, all from the Republic of Moldova; Winston Reid from Jamaica; Students Irina Movilean and Romina Chihai, both from the Republic of Moldova; and Fernanda Loureiro, Executive Housekeeper, Surfside Inn.*

International students working at the **Surfside Inn, Provincetown, MA** got a real taste of America by celebrating the Fourth of July with guests. Students from Poland, the Republic of Moldova and Jamaica were able to enjoy a full day of festivities. The day started with a July 4<sup>th</sup> parade, which was followed by a barbeque for employees and guests and wrapped up late in the evening with a grand fireworks display. We're glad they were here to celebrate with us.



The entire staff of the **Holiday Inn, Boston Logan Airport, Revere, MA** and their families were treated to an Employee Appreciation Day at Canobie Lake Park on July 12<sup>th</sup>.

The summer outing included a full day of fun with a picnic lunch under the tents and passes for all the rides.