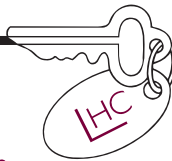


The Innsider

A Newsletter by Linchris Hotel Corporation



Winter 2008



Continuing the Linchris tradition of promoting from within

As a result of Linchris' recent growth, **Moriah Saccardo-Roscoe**, has been promoted to Regional Sales Manager. In addition to the **Hilton Garden Inn, Plymouth MA**, Moriah is also representing the **Holiday Inn, Rockland MA**. She has been with the Plymouth hotel since its opening in May 2006 and joined the sales force at Rockland this past September.



This is not an easy time to be in sales. Still Moriah has a strategy for succeeding any way. "Right now, you really have to be working your relationships and contacts as much as possible not only because of the economic climate, but also because there's lots of competition out there," she said.

Despite the downturn, Moriah is optimistic about the future. "With the film studio going up in Plymouth, there is fantastic potential for it to grow business throughout the marketplace. With that increase in traffic will come an increased need for hospitality services," she said.

Moriah also has big plans for the Holiday Inn that was formerly a Radisson in Rockland. She sees the new property, long known as a hub for the corporate marketplace, as having tremendous potential for capturing the tourist trade since it is only 25 minutes from Boston and 15 minutes from Plymouth. "We have a lot of work to do in Rockland, but the pay off will be fantastic," Moriah said. The brand switch will be a great asset to engendering customer loyalty since it allows guests to take advantage of a very attractive points program through InterContinental Hotels and Resorts.

"Moriah conducts her efforts with contagious enthusiasm and passion for the hospitality industry. We are fortunate to have Moriah as part of our sales team in this region," said **Jon Gistis, General Manager, Holiday Inn, Rockland MA**.

Moriah loves working in hospitality. "I enjoy being exposed to so many different groups of people and the interaction with them," she said. She also likes the responsibility that goes with her job. "Linchris gives me the ability to use my best judgement and also listens to my ideas. They encourage you to use your mind to improve business. This company gives you the right tools to be successful for yourself and for Linchris."

Moriah is Linchris' second Regional Sales Manager. Several months ago, **Terra MacLean** was promoted to this position and now oversees sales efforts for the **Holiday Inn Express, Keene NH**, as well as the **Best Western Inn and Suites, Rutland VT**.

Linchris leaps forward with "The Lobby"

This winter Linchris has launched its own intranet site, called "The Lobby," whereby hotel managers will be provided with a centralized communication platform which includes shared message boards, a document repository, event calendar, and web training resources.

"We wanted a resource that the Linchris team could turn to for information. This tool will give us the ability to stay responsive to company as well as market trends and will greatly enhance operations," said **Robb Moskowitz**, Senior Vice President.

"This site brings company communication to a new level. Its capabilities will continue to evolve as the company continues to grow," said **Brett Loehr**, Area Director of Operations, who also worked closely on the site's strategic planning.

As well as a company-wide message board, each department within the Linchris community, such as, Engineering, Food and Beverage, Housekeeping and Front Office will have its own message board that will allow staff across properties to share news and ideas.



A MESSAGE FROM CHRIS



Chris Gistis, CEO

These are extraordinary times we are living through. The volatile stock market, the global credit crunch and subsequent economic downturn have touched us all on a

professional as well as on a personal level. As businesses and individuals tighten their belts, the already competitive hospitality industry will be challenged as never before to deliver a superior customer experience at affordable rates. Now more than ever, it is important to provide our customers with not merely good, but exceptional service. Our heavy reinvestment over the last few years in our hotels has us well positioned to survive these critical times. More than anything, however, it is our commitment to a superior guest experience that will differentiate us from our competitors and assure our continued success.

My thoughts are with you as the nation struggles through this economic turmoil. It is a great source of reassurance to me to know the strength of the team we have built together. I am grateful for the hard work and dedication you all show every day. My fondest wishes go out to all of you and your families for a festive holiday season. May the new year see you happy and healthy.

Passport to Perfection

Four Points Hotel in Eastham MA hosted a "Business After Hours" open house event for eight neighboring chambers on Cape Cod. The purpose was to show off the property's completed renovations that include public areas, function rooms, guest rooms, new additions like a library/business center, a mini-mart and new two-bedroom apartments. Attendees were given a "passport" and were instructed to travel to designated areas of the hotel to receive a stamp on their passport. Only after all areas were visited guests were entered in a drawing to win prizes that included a Dell mini- laptop, overnight stays, free meals in the Four Points restaurant as well as other fabulous prizes.

"We were pleased to host this event for the community. This was a great opportunity to showcase the renovations which truly demonstrate the owners' commitment to offering the highest standards of excellence to our guests," said Jacqueline Frost, General Manager.



Sitting l-r: Dorothy Burritt, Four Points Director of Sales, Carol Ovaska, Four Points Director of Housekeeping, Cassandra Silvia, Four Points Operations Assistant, Jacqui Frost, Four Points General Manager. Standing l-r: Danielle Houle, Comfort Inn Hyannis General Manager, Bob Anderson, Linchris Vice President of Operations, Mark Deane, Four Points Food and Beverage Manager, Larri Potts, Four Points Director of Engineering, Allen Cameron, Four Points Controller, Nora Potts, Assistant Director of Housekeeping, and Sharon Holguin, Four Points Banquet Manager.

Welcome Back

The **Holiday Inn, Weirton, WV** welcomes the return of **Bradford Degenkolb** as Director of Sales. Bradford worked for the hotel for a number of years as a Front Desk Associate, and later earned a promotion to Sales Manager. After deciding to try something new, he moved to Indianapolis, Indiana to sell cars for Penske Honda. Bradford, having discovered after all that his heart was in the hotel industry, returned to the hotel in September of 2008 as its Director of Sales. "It is a privilege to return to Linchris and the Holiday Inn-Weirton family," he said.



Ooh, scary!

For Halloween, staff at **Best Western Inn & Suites, Rutland VT** dressed up in costume.

A "pot luck" luncheon was held and awards were given out for the "Best Costume," "Scariest" and "Most Original."



Shown l-r: "Ellie May Clampett" - Megan Carmichael, "Miss Piggy" - Josie Carroll, "Sailor" - Tammy Wortman, "Good Witch" - Marsha Hesse, "Leopard" - Mary Senecal, "El Vira" - Mona Graves, "Cat Woman" - Cathy Robideau, and "Monster" - MJ Woods.

Surf's Up in Brookline MA

The **Holiday Inn, Brookline MA** hosted a benefit, in conjunction with the Fineberg family (former owners of the hotel) for the Barry Price Rehabilitation Center on November 1, 2008. Almost 500 people attended this event, which was centered around a beach party theme. The evening started with a concert featuring the "Big Kahuna" himself, Frankie Avalon. The star sang many of the songs featured in his beach



party themed movies and crooned his famous hit "Beauty School Dropout" from the musical Grease. The hotel's esplanade and atrium were adorned with beach chairs, surf boards, a tiki bar and plenty of beach balls.

Additionally entertainment followed throughout the night with the doo-wop tones of the "G-Clefs". The evening included a never-ending buffet that included shrimp, lobster rolls, sliders, salmon, rack of lamb, a pasta station, champagne and open bar. "Special thanks go out to the team of servers and cooks from the Holiday Inn, Mansfield MA, who joined the Brookline team to orchestrate a seamless event," said **Pierre Lamarre**, General Manager.

Holiday Inn donates warm bedding to the Salvation Army

The Holiday Inn, Weirton WV has recently upgraded its bedding package in association with the new Holiday Inn Bed Presentation Standard Program. The retired bedding has been donated to the Salvation Army and the worn linens were given to the local animal shelter. *"The new white-on-white linen package creates a beautiful, crisp, clean, much more inviting look for our guests,"* said Joann Babela, General Manager. *"We were thrilled to execute the new upgrade and donate the used linens to local charities."*



Staff at the Holiday Inn, Weirton WV help load a Salvation Army truck with retired bed spreads that the hotel donated. I-r: Unidentified Salvation Army Representative, Thomas Soloman, Housekeeping, Nancy Kelley, Housekeeping and John Hudson, Chief Maintenance Engineer.

INN the News

► The Fairbanks Inn hosted its first annual toy drive on Saturday, December 13. The event featured photos with Santa for a toy or cash contribution. Toy Boxes were set up in the local area to serve as toy drop locations. Santa arrived on a fire truck around 1:15 that day and listened to all the children's wish lists. Hot chocolate and cookies were also served. Live radio drops promoted the event.



◀ Flora Guibord, Restaurant Server at the Four Points Hotel, Eastham MA, received her U.S. citizenship on November 12, 2008. Flora hails from the Philippines originally. *"This is a dream come true. I am so happy to be an American Citizen,"* said Flora. *"My whole team celebrated my good news. I work with a wonderful team!"*

► The Holiday Inn, Falmouth MA recently collected toys for The Carriage House families. Carla Lafrange, Housekeeping Supervisor helps Santa put toys down the chimney for The Carriage House families.



► Santo Martinez, Housekeeping Manager, Best Western-Terrace Inn, Brighton MA became the father of a baby girl named Melissa on August 31, 2008. Melissa weighed in at 5.5 lbs. and 17.5 inches in height. Luz Restrepo is the proud mother.

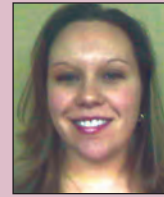


◀ Carmen Montes, Housekeeper for the Holiday Inn, Salem NH celebrated her 25th wedding anniversary this past summer by renewing her vows with her husband Angel.

► Nilda Abbott, Housekeeper, Holiday Inn, Salem NH, gave birth to baby girl Kamora in October.

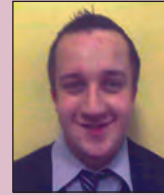


Promotions



Melissa Amaral

Melissa Amaral has been promoted from the Holiday Inn, Mansfield MA to Front Desk Supervisor at the Doubletree, Milford MA.



Ryan Trottier

Ryan Trottier has been promoted from Bartender to Lounge Supervisor at the Doubletree, Milford MA.

Celebrity Sightings



The big guy with GM, Joann Babela, Holiday Inn, Weirton WV is Charlie Daniels from the Charlie Daniels Band. He was a guest of the hotel on

November 8 when he played a concert at the Pepsi Road House located just a short distance from the property.

Awards

Best Western Inn & Suites, Rutland VT has won the "Director's Award" from Best Western International with a Quality Assurance score of 976. The Inn also earned a "Housekeeping" award for zero deductions as well as a "Maintenance" award for less than 15 points deducted. *"The Director's Award should put us in the running to receive the 'Best of the Best' award in Phoenix next year,"* said GM, Coleen Eddings.



Mary Senecal, Executive Housekeeper and Eric Bradley, Chief Engineer, both seated, share the Director's Award with the staff of Best Western Inn & Suites, Rutland VT.

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NEW ON BOARD



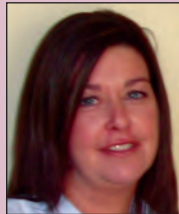
Charles Miller has joined Linchris as the General Manager for **Best Western-Terrace Inn, Brighton MA**. He replaces **Jon Gistis**, who was promoted to the **Holiday Inn,**

Rockland MA as part of the company's recent expansion. Charles previously worked at the Wyndham Hotel in Chelsea, MA and is excited about his new position. *"I am happy to be part of the growing Linchris family of properties. I look forward to bringing forth innovation and assisting the company in its expansion plans."* Welcome Charles.



Linchris Hotel Corporation, Hanover MA welcomes our new Administrative Assistant, **Stephanie Campbell**.

Jill Lavery has joined the **Linchris** team as an Administrative Assistant in the Accounting Department in the corporate office. Welcome Jill.



Welcome to **Meaghan Finn** who has joined Linchris as a Front Office Manager for **Best Western-Terrace Inn, Brighton MA**.

Karen Guinan has joined Linchris as the General Manager for **Hampton Inn, Revere MA**. She replaces Steve Gordon, who was promoted to the **DoubleTree, Milford MA**. Karen cultivated her hospitality experience at Courtyard Marriott and Bridgestreet International. *"I love being in Boston!"* says Karen, *"I am thrilled to be part of the Linchris team. The company is growing and there are so many wonderful opportunities to grow with it!"* Welcome Karen.



Linchris welcomes the Holiday Inn in Rockland MA and the Doubletree in Milford MA.



Jon Gistis and several members of the staff gather in the lobby of the Holiday Inn in Rockland MA (photo left).

The staff of Linchris' newly acquired Doubletree in Milford MA pose at a recent Doubletree Care Rally (photo right).



NEWS continued from page 3



◀ Linchris recently held a one day General Manager Workshop at their newest acquisition, the **Doubletree, Milford MA**.



◀ **Cassandra Silvia**, Operations Assistant at the **Ocean Park Inn and the Four Points Hotel in Eastham MA** married **Michael Santos** on Saturday, November 8, 2008. The ceremony and reception were held at the Four Points. The couple honeymooned in the U.S. Virgin Islands.



◀ **Lori Mabb**, an Accountant at **Linchris Hotel Corporation, Hanover MA**, and her husband **Bill** welcomed their baby girl, **Jessie** into the world recently. Lori has worked with Linchris for 13 years.

▲ **Shannon McNamee**, an Accountant at **Linchris Hotel Corporation, Hanover MA**, married her husband **John** on August 23, 2008. The couple enjoyed a wonderful honeymoon on the **Mayan Riviera**.