

## HOTELS HELP THOSE IN NEED



Entries from the pumpkin painting contest at the DoubleTree Hotel



DoubleTree Hotel, Andover, MA

On September 13, 2018, three towns north of Boston, MA experienced devastation they had never witnessed before. In a matter of moments, 39 homes exploded or burned due to an over-pressurization of a gas main owned by Columbia Gas, which had been upgrading equipment in the area. "It looked like Armageddon, it really did," Andover Fire Chief Michael Mansfield said, according to local television station WCVB.

An immediate evacuation was instituted for residents of these communities. Many people had only minutes to gather any belongings, and several people had to leave with only the clothing they were wearing at the time of the explosions. Shortly after the accident, the phones were ringing off the hook at one of the nearest hotels, Linchris' **DoubleTree Hotel in Andover, MA**. Although the hotel was located only minutes away, it was not in the immediate evacuation zone.

As a result of this gas issue, Columbia Gas began housing and providing meals for the displaced families at the DoubleTree, resulting in 90 rooms of residents and 30 rooms of repair workers for up to 90 days. "At first it was chaotic. We were in our slower period and then it was like turning on a light switch – we were very busy," said Doubletree General Manager Steve Gordon.

Once Steve and his team grasped the needs of the guests and became aware of the hardships associated with leaving one's home in a moment's notice, different programs were implemented to benefit the residents. Some guests had disabilities and needed their meals delivered to them directly, so a service station was set up to allow for

easier access to meals. Once schools were reopened, the hotel provided the children with bagged lunches to take with them every day. They established a program where employees donated clothes and set them up in a Hospitality Room for guests to take as needed. The Hospitality Room was also an area where apple cider and hot chocolate were served to guests every night and activities were provided for children to partake in. This room became a community living room for the guests and employees.

In addition to the Hospitality Room, "Pizza by the Pool" was held on Saturdays for guests to relax and enjoy themselves. For Halloween, the guests were invited to a pumpkin painting contest in the hotel's lobby, along with a Halloween costume contest where prizes were given out. When asked how the hotel managed this situation Steve said: "It was heartwarming for the staff to get to know the people and then see their faces when we helped them directly solve the problems associated with leaving their homes at a moment's notice, especially with children."

Located about 10 minutes north of the gas leak, over the border in New Hampshire, another Linchris Hotel stepped up to help the community. The **Holiday Inn Salem** was fully booked since the day of the gas leak on September 13 until residents were allowed back into their homes. Although the Holiday Inn did not have the long-term guests like the Doubletree, they still took in those affected by the accident. The most difficult part for this hotel was not having a lull after their busy season. The time of the gas leak was normally their time to prepare for the next

busy season, but not this year. Being sold out every night without the help of the seasonal staff made, at the time, General Manager of the Holiday Inn Salem Ryan Connors extra appreciative of his awesome staff. Ryan was recently promoted to the new Holiday Inn Ann Arbor, MI.

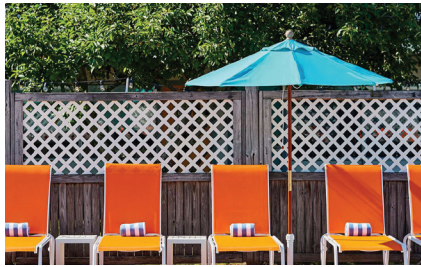
"Our staff stepped up when we needed them to and they all did a great job," Ryan said. The phones were ringing off the hook with people asking for availability, the housekeeping staff worked extra hard to clean all the rooms on time every night and the breakfast staff had meals prepared daily. Ryan said: "There isn't one person in particular who can keep the place going – it's a team effort." Linchris is proud of both hotels and their entire staff for working extremely hard to comfort their surrounding communities during this unexpected time of need.



Holiday Inn Salem



## NEW ACQUISITION



## HARBOR HOTEL IN PROVINCETOWN, MA

On November 27, Linchris took ownership of the **Harbor Hotel** in Provincetown, MA, making this the second property in this location. The first, the **Surfside Hotel & Suites** in Provincetown, has been managed by Linchris for years, so taking on another property in this location made perfect sense.

The Harbor Hotel features a retro vibe that gives it a vacation feel. This hotel features 129 rooms and suites, a restaurant and lounge, beach-side fire pit, outside pool and a cabana bar. The outdoor pool area will be the focus of the summer, along with the ocean. Additionally, a shuttle service will be offered to transport guests into the heart of Provincetown so that they do not have to drive; bikes are available for guests to use as well.

"We know the market, this hotel and its potential," Senior Vice President of Operations Bob Anderson said, "The Harbor Hotel has beautiful ocean views and a vibrant pool area that we will expand upon to increase the food and beverage attributes of the hotel." Provincetown is a seasonal area and the hotel is planning to operate starting the second week of April and will be closing after Halloween weekend – the last "hurrah" of the season. "I am very excited to take the Harbor Hotel to the next level with General Manager Sheryl Barrett. Sheryl and I worked together during our years at the Holiday Inn Falmouth and I can't wait for that chemistry to create a truly exciting hotel that Linchris will be proud to operate," Anderson said.

## STAR OF THE INDUSTRY

On November 28, 2018, **Director of Sales** from **Hotel Providence, Greg Nawrocki**, won an award for "Hotel Employee of the Year" through the "Rhode Island Hospitality: Stars of the Industry." The Rhode Island Hospitality Association was established in 1963 and is composed of over 700 members. This organization celebrates the best in the hospitality business with the mission "to lead Rhode Island's hospitality through advocacy, communication, and education." Winners of this award are nominated by bosses, co-workers and customers.



General Manager of Hotel Providence Matt Chauvin said: "I am very proud of Greg taking home this year's 'Stars of the Industry' award. He definitely deserves it as he is always professional, willing to help out others, has a great attitude and is a pleasure to work with!" Way to go, Greg!

## EMPLOYEE REFERRALS



**Nancy Nastasia**, a guest service agent of **Hotel 1620 Plymouth Harbor**, received a check in the amount of \$1,742.20 for the personal referral of a wedding reception, as well as sleeping accommodations to Hotel 1620. This employee helped refer over \$34,800 in revenue for the hotel, and received this handsome incentive check, just in time for the holidays!

## A MESSAGE FROM CHRIS

Look through this issue of The Insider and you will be struck by the number of promotions we've undertaken over the last few months. Sometimes it was moving highly qualified individuals up to the position of General Manager. Other times, it was promoting a current General Manager to a larger property – or even multiple properties. No matter the situation, all of these individuals have the same traits in common: a passion for our industry and a commitment to both our guests and his or her fellow employees.

In turn, we, as a company, are equally committed to rewarding those individuals and all our employees, with our promise to continue to promote from within. This speaks true to the recent closings on our two newest additions of the Harbor Hotel in Provincetown, Massachusetts and the Marriott Hotel in Macon, Georgia. They created promotions for both Sheryl Barrett, former General Manager of the Hilton Garden Inn Plymouth, MA, and Norm Demers, formerly from the beachfront hotel, Ashworth by the Sea, in Hampton Beach, NH.

Finally, as the New Year begins, I'd like to reflect on the past year and thank everyone for your constant commitment to our guests, your co-workers and your hotels. Teamwork and dedication made this past year easier to reach our goals and keep our organization in great shape as we look ahead to 2019. Throughout 2018, many of the hotels had to deal with unexpected, man-made and natural disasters in their communities. From blizzards and hurricanes to natural gas explosions, many of you went above and beyond to aid your hotel, our guests and surrounding communities in times of need – especially our hotels in Andover, MA and Salem, NH affected by the gas issue, which is highlighted in this Insider edition.

I'd like to wish each and every one of you a happy and healthy New Year!

*-Chris Gistis*



## NEW EMPLOYEE PROMOTIONS



Formerly the General Manager of Hotel Boston, **Tom Anderson** was promoted to **General Manager** of the **Holiday Inn** in Manchester, NH. Tom has been with Linchris since 2013 and this will be the third Linchris Hotel he has worked for. Way to go, Tom!



**Angela Daniels** was promoted from Inn Keeper of the seasonal property at Anchorage at the Lake in Tilton, NH to the **General Manager** of the full-service, year-round **Golden Eagle Resort** in Stowe, VT. Congrats Angela!



Formerly the General Manager of Ashworth by the Sea in Hampton, NH, **Norm Demers** was promoted to **General Manager** of one of the newest Linchris Hotels: the **Macon Marriott City Center** in Macon, GA. More information on the Marriott in Macon is to come in the next addition of the Innsider.



General Manager of Hilton Garden Inn, Plymouth, MA, **Sheryl Barrett**, was promoted to **General Manager** of the **Harbor Hotel** in Provincetown, MA. Awesome, Sheryl!



**Kathy Martin**, Director of Sales in Andover, MA, was promoted to **General Manager** of the **Doubletree** in Nashua, NH. Congratulations, Kathy!



**Patrick Strong** was recently promoted from the Assistant General Manager at the Hilton Garden Inn Plymouth to the **General Manager** of the **Holiday Inn Express** Manchester Airport. Great job, Patrick!

## EMPLOYEE SPOTLIGHT: PETER EKBERG



What started out as a temporary position in the corporate office during a very busy year end, turned into a full-time accounting position for Peter Ekberg. Once he started working with us, we knew he would be a great addition to our team as a **Staff Accountant**," Corporate Controller Janine Hodge said.

Before working for Linchris, Peter was the Property Controller for 26 years at the Radisson Hotel Plymouth Harbor, which is now **Hotel 1620**. When Linchris took over this hotel, they did not need a Property Controller since they do their own centralized accounting. When an accounting need occurred a few months later at the Linchris Corporate Office, Peter was the first person in mind for the job, being a bright, intelligent and hard-working man. He was then brought in for an interview for the position he now has.

His daily tasks include keeping the cash sheets updated, preparing a weekly payroll report for each of his properties, entering the accounts payable invoices into the M3 software, reconciling bank statements, preparing the financial reports for each property, filing state

sales, meals, room taxes and whatever else he may be asked to do.

Having so much experience made his shift to our corporate office seamless. Janine Hodge said: "Peter's years of working in a hotel helped him transition well into the staff accountant position. Peter is a dedicated employee and always has a smile on his face."

"I am very grateful for my job here at Linchris Hotel Corporation and enjoy working in the corporate multi-hotel environment. The people here at Linchris are wonderful to work with and I enjoy my job very much," Ekberg said.

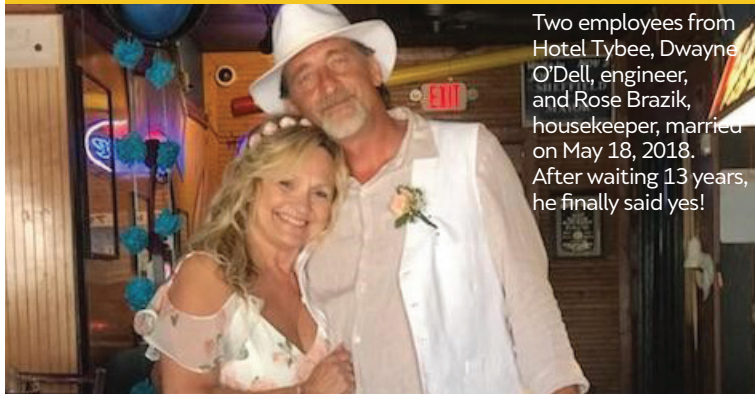
Peter is a big fan of railroads and is a member of the Passenger Rail Association. He has been interested in trains since his childhood when he would take a train from Worcester, MA to New York, NY once a year with his family. Since then, he has traveled to Washington DC, various cities in New York and down the California coast from Los Angeles to San Diego by railroad. In his free time, he loves to take trips with his wife, especially to the White Mountains in New Hampshire.



# MARRIAGES GALORE

**DWAYNE O'DELL & ROSE BRAZIK**

**5/18/2018**



Two employees from Hotel Tybee, Dwayne O'Dell, engineer, and Rose Brazik, housekeeper, married on May 18, 2018. After waiting 13 years, he finally said yes!

**MATTHEW MARTIN**

**8/4/2018**



Matthew Martin, Maintenance at the Comfort Inn & Suites Burke Mountain, VT, was married on August 4, 2018 to Vanessa.

**MATT CHAUVIN**

**8/8/2018**



General Manager of Hotel Providence, Matt Chauvin, was married on August 8, 2018 to spouse, Melissa.

**KIRSTEN GOODHUE**

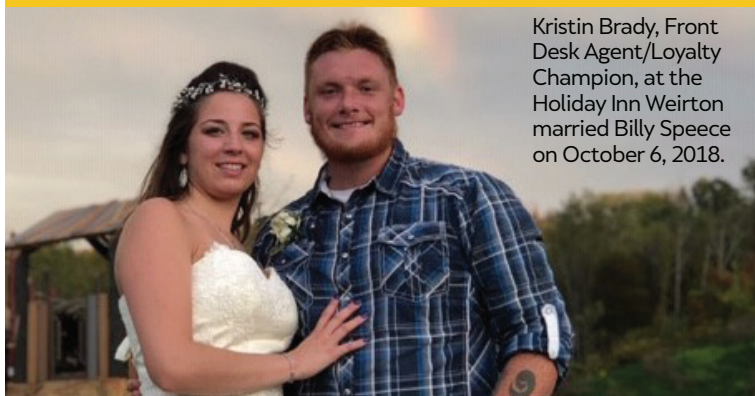
**9/15/2018**



Kirsten Goodhue, General Manager of Comfort Inn & Suites Burke Mountain, VT, was married to husband Ian Ash on September 15, 2018.

**KRISTIN BRADY**

**10/6/2018**



Kristin Brady, Front Desk Agent/Loyalty Champion, at the Holiday Inn Weirton married Billy Speece on October 6, 2018.

**OWEN KASSER**

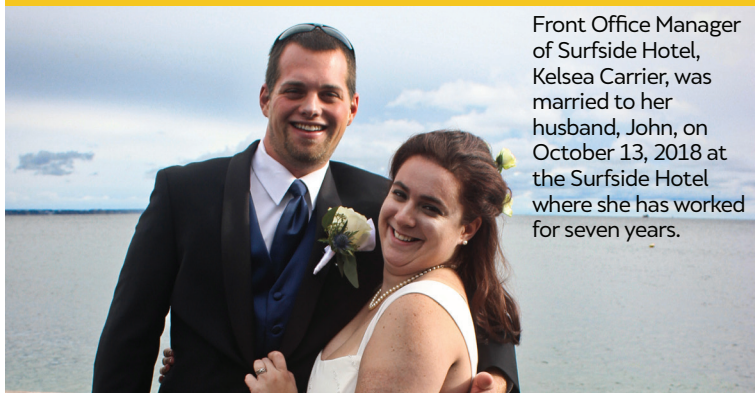
**10/8/2018**



Owen Kasser, a staff accountant/analyst for the Linchris Corporate Office, was wed on October 8, 2018 to Catherine.

**KELSEA CARRIER**

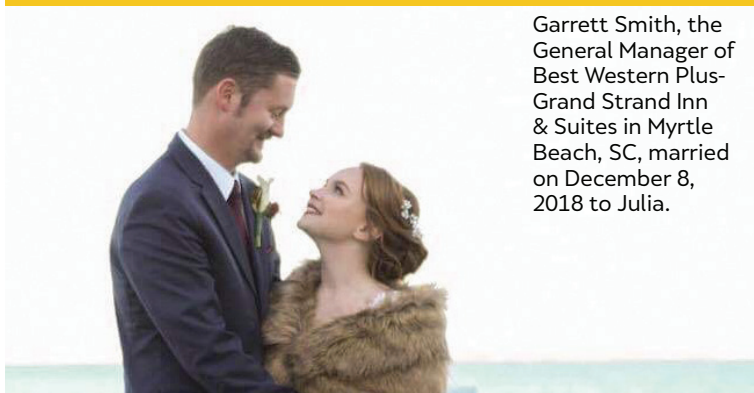
**10/13/2018**



Front Office Manager of Surfside Hotel, Kelsea Carrier, was married to her husband, John, on October 13, 2018 at the Surfside Hotel where she has worked for seven years.

**GARRETT SMITH**

**12/8/2018**



Garrett Smith, the General Manager of Best Western Plus-Grand Strand Inn & Suites in Myrtle Beach, SC, married on December 8, 2018 to Julia.

**CONGRATULATIONS TO ALL OF OUR NEWLYWED EMPLOYEES!**