

EMPLOYEE OF THE YEAR 2018: JAMESLY JEAN-CHARLES

For the last three years, **Jamesly Jean-Charles** has worked at the Holiday Inn Poughkeepsie as a Front Desk Supervisor, putting a smile on his guests' and coworkers' faces every day. Jamesly has been named the 2018 Linchris Employee of the Year for numerous reasons, none shy of him showing exceptional qualities. His hotel's management team unanimously chose him to be awarded this prestigious honor.

"What has set him apart are his strong personality traits, as well as a willingness and capability to assist guests," General Manager Rachel Kuhn said, "in all my years of hospitality, he is the single-most acknowledged staff member I've ever worked with."

Jamesly's determination is proven through his mechanical ability, partly formed by a desire to accommodate all guests' needs and requests. Maintenance is not on duty during Jamesly's 3PM – 11PM shift, so he often fixes things himself, avoiding any inconvenience to guests. When the hotel is completely sold out and guests have specific room requests, he will work singlehandedly to ensure he accommodates all guests beyond their expectations. These actions do not go unnoticed, as guests are constantly seeking out Rachel to compliment Jamesly and his problem-solving abilities.

This past year, his leadership skills were showcased when he trained numerous new front desk agents. His in-depth training includes role playing realistic customer scenarios and working one-on-one with the desk agents until they are comfortable enough to assume their new role. Jamesly acts like a leader even in situations where one cannot prepare to lead, such as being short staffed. Without hesitation, Jamesly eagerly offers to cover shifts, which is an excellent example of his willingness to be a team player and to ensure the hotel is operating smoothly.

Jamesly was recognized for his outstanding efforts with a luncheon, award and a well-deserved bonus. During the presentation of the award, Jamesly expressed sincere gratitude to his fellow team members in each department saying: "I want to thank everyone who voted me to receive this award, I truly appreciate it. To all



my teammates at the Holiday Inn Express in Poughkeepsie, this award would never be possible without our teamwork. You guys are awesome," Jamesly said. He came to the meeting with his son - completely unaware of the award presentation. Senior Vice President of Operations, Robb Moskowitz, said: "Jamesly's speech was inspiring, emotional and very touching."

When Vice President of Operations Nick Pancoast was asked about Jamesly being Employee of the Year, he said: "Jamesly is a great employee and father, he is a team player and always willing to help out his fellow employees and guests. If you met his son, you would know what a great father he is." Nick stressed how prestigious the Employee of the Year award is, and how it is only given to those who consistently exemplify the Linchris values. Congratulations, Jamesly!



LINCHRIS 2018 EMPLOYEES OF THE YEAR



NORMA VELA ALEJANDRO
Laundry Attendant
Holiday Inn Express & Suites
Manchester, NH



AMY ALLEN
Front Desk Agent
Holiday Inn Express
Springfield, VT



JIM BELLER
Doorman
Hotel Providence
Providence, RI



DAVE BRYANT
Engineer
Ashworth by the Sea
Hampton, NH



GERALD CARINO
Night Auditor
DoubleTree by Hilton
Chelsea, MA



JENNIFER CLARK
Lead Gallery Host Supervisor
Hyatt Place
Austin, TX



CHRIS COSTELLO
Front Office Supervisor
Hyatt Place
Grand Prairie, TX



GINNY DARRELL
Front Desk Agent
Comfort Inn & Suites
St. Johnsbury, VT



JENIECE JOHNSON
Front Desk Supervisor
Hilton
Memphis, TN



NICOLE LANGLEY
Night Auditor
Hotel 1620
Plymouth Harbor, MA



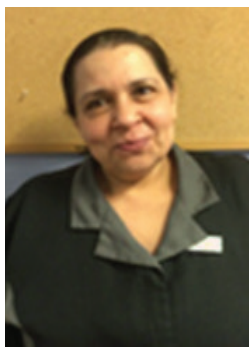
JOYCE LEWIS
Engineering Supervisor
Hilton
Memphis, TN



CARMEN MONTES
Assistant Executive Housekeeper
Holiday Inn
Salem, NH



YAHAIRA RODRIQUEZ MORALES
Housekeeper
Holiday Inn
Manchester, NH



SARA MURILLO
Housekeeper
DoubleTree by Hilton
Nashua, NH



OSLEDY PEREZ
Engineer
Holiday Inn
Miami West, FL



PAMELA QAULES
Night Auditor
Sheraton
Tampa-Brandon, FL



CLAIRE RICHARDSON
Housekeeper
Hampton Inn
Littleton, NH



ELVIRA SANCHEZ
Housekeeper
Hyatt Place
San Antonio, TX



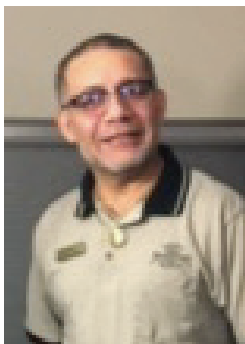
MARY SHIELDS
Housekeeping Supervisor
Hotel Tybee
Tybee Island, GA



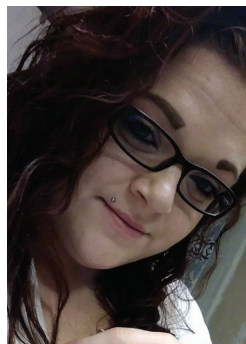
KRISTIN SPEECE
Front Desk Agent
Holiday Inn
Weirton, WV



CARLOS VARGAS
Kitchen Supervisor
DoubleTree by Hilton
Andover, MA



RUBEN VASQUEZ
Houseman
Inn at Middletown
Middletown, RI



MANDY WRIGHT
Night Auditor
Best Western Plus
Myrtle Beach, SC



CLAIRE YENTZ
Housekeeper
Best Western
Rutland, VT

THREE NEW ACQUISITIONS

Linchris recently acquired three new properties: Beach Retreat & Lodge at Tahoe in South Lake Tahoe, CA; Holiday Inn Near University of Michigan in Ann Arbor, MI; and Macon Marriott City Center in Macon, GA.

The **Beach Retreat & Lodge at Tahoe** is Linchris' first California hotel and was acquired on January 23. It is located at the water's edge of the pristine Lake Tahoe with views of the Heavenly Mountain Ski Resort, which is less than a mile away from this seven-acre property. "It is a special property with dual seasons as it is both lakefront and near the Heavenly Mountain Ski Resort," Senior Vice President of Operations Bob Anderson said, "Lake Tahoe is a large tourist area with breathtaking scenic beauty."

This resort features a tiki bar on its beautiful beach with an outdoor fire pit, along with a restaurant with great views of the lake at the end of its 1,000-foot-long pier. The on-site summertime lake activities include renting boats, kayaks, paddleboards and jet skis.

General Manager Ali Sperry was promoted to this property from the Pleasant View Inn in Westerly, RI. When asked why Ali was chosen, Bob Anderson said: "This was the perfect next step for Ali. She honed her skills recently at our waterfront property in Westerly, and now she is at a much larger year-round property. It was important for us to have a Linchris trained General Manager run this hotel and Ali stepped up and relocated across country for this challenge." Ali will be overseeing an extensive renovation for the Beach Retreat & Lodge at Tahoe, which includes guest rooms, public spaces and grounds.

On January 16, Linchris purchased the **Holiday Inn Ann Arbor** in Ann Arbor, MI for its ideal location near the University of Michigan and numerous local corporate businesses. It is also in an ideal location for sporting fans, with the "Big House" stadium just a short drive away. This 225-room hotel is the area's greenest, holding a Green Lodging certification and having saved over 200 trees and tens of thousands of gallons of oil and water.

Beginning his career as a shuttle driver for Linchris in 2011 while attending college, **Ryan Connors** worked his way up the Linchris ladder. From Accounting Clerk to Accounting Manager to excelling as Holiday Inn Salem's General Manager, he was the perfect fit for **General Manager of the Holiday Inn Ann Arbor**.

Ryan will oversee the hotel's multi-million dollar renovation and brand conversion, expected to be completed by January 2020, including guest rooms, corridors, restaurants and meeting spaces. Vice President of Operations, Brian Anderson, said: "When Linchris was purchasing the Holiday Inn Ann Arbor, Ryan was the perfect choice to lead the Holiday Inn Ann Arbor and to facilitate the conversion to a DoubleTree Hotel."

The **Marriott Macon City Center** in Macon, GA was acquired on December 18, 2018 and is Linchris' first Marriott hotel. Macon is in central Georgia, making this hotel an ideal

location for large corporate conferences, being close to Atlanta but separated from the traffic and congestion of the capital.

"Linchris was proud to take the reins in Macon as this is not only our first Marriott product, but the attached 50,000 square foot convention center marks the largest facility in Linchris history," Senior Vice President of Operations Bob Anderson said.

General Manager Norm Demers will be overseeing the 8,000 square foot full-service

hotel and its 220 rooms along with the 50,000 square foot Edgar H. Wilson Convention Center. Bob Anderson said: "Norm's vast experience not only with Marriott but with large F&B operations made him the ideal candidate for this large undertaking."

Renovations for the Marriott are underway, including a public area renovation for all the meeting rooms, restaurants and the lobby area. The convention center will also receive a renovation in the near future.



General Manager Ryan Connors and Team



General Manager Ali Sperry and Team



General Manager Norm Demers and Team

EMPLOYEE PROMOTIONS



J ARGONISH

Congrats to **J Argonish** for being promoted from Director of Sales at Hilton Garden Inn Plymouth to **Assistant General Manager** of the recently acquired **Harbor Hotel** in Provincetown, MA!



JENNA BERGAMINO

After much success in her career with Linchris since 2013, **Jenna Bergamino** has been promoted to **General Manager** of **Hotel 1620** in Plymouth, MA. Good luck, Jenna!



STEPHANIE GRAY

Stephanie Gray has been with Linchris for nearly two years and has been promoted from Senior Sales Manager to **Director of Sales** at the **DoubleTree Nashua**. Congrats!



SHAIMAA HAMED

Shaimaa Hamed was recently promoted from Breakfast Server to **Breakfast Supervisor** at the **Holiday Inn Express Manchester Airport** – congratulations!



JEFF LANG

Jeff Lang has built numerous great teams within the Linchris Corporation and has implemented Linchris culture where it was most needed. He was recently promoted to **General Manager** of **Ashworth by the Sea** in Hampton, NH, where he will also be assuming regional responsibilities. Good luck, Jeff!



APRIL LYNCH

April Lynch has been working with the Linchris family for the past 15 years holding different roles at a multitude of properties around New England. Her newest position is **Front Office Manager** of the **Holiday Inn Salem**, a position she had held and previously excelled in. She will continue to develop her career path to climb up the Linchris ladder. Much deserved, April!



TYLER PEA

Congratulations to **Tyler Pea** on his promotion from Assistant General Manager at the Hyatt Place, Austin, TX to **General Manager** of the **Best Western Plus Myrtle Beach, SC**!



GIANNI SALTALAMACCHIA

Congratulations to **Gianni Saltalamacchia** on being promoted to **Director of Sales** of the **DoubleTree Andover**! Gianni has worked his way up by being promoted from within and was the Linchris Employee of the Year 2016.



JOE TAUNTON

Joe Taunton has been growing within Linchris since 2014, where he began as an Executive Chef at the Pleasant View Inn. When a vacancy opened for **General Manager** of **Pleasant View Inn** Westerly, RI, no one was more qualified than Joe to assume the position. Congratulations!



JAYMI UPHOLD

The **Holiday Inn Express** Manchester, NH new **Rooms Inspector/Assistant Executive Housekeeper** is **Jaymi Uphold**! Jaymi was previously a Housekeeper. Congrats, Jaymi!



ABDI YOUSUF

Abdi Yousuf was recently promoted to his first management position as **Executive Housekeeper** at the **Holiday Inn Salem, NH**. He is very ambitious and exhibits great dedication to his guests, property and team. Congratulations, Abdi!



A MESSAGE FROM CHRIS

One of my favorite annual Linchris traditions for the past 30 years has been selecting the Employee of the Year. The management team of each of our hotels selects one individual who they feel deserves recognition and appreciation for their performance and attitude. This person is selected because of his/her shining qualities setting them aside from the others. Those chosen truly exemplify Linchris ideals every day by not just coming to work but going above and beyond what is expected of them.

Choosing the Linchris Employee of the Year never gets easier, as our employees increasingly become more impressive each year. I'm very happy to announce that Linchris' 2018 Employee of the Year is Jamesly Jean-Charles from our Holiday Inn Express in Poughkeepsie, NY. Jamesly is the perfect example of what going above and beyond means, and he is noticed by not only the hotel's management,

but by our guests – constantly making a difference and improving each guest's experience. Jamesly has exceptional work ethic and dedication that I feel everyone should mirror and follow. Congratulations Jamesly and thank you!

As this winter is put behind us, spring begins to set in. I would like to thank every one of you for putting in 110% during a busy time where weather was unpredictable and for keeping our guests safe and warm. Spring is here, which means baseball season and preparing for our home-run season, summer. I want us to all have a great season, including the Boston Red Sox of course. I know each summer gets busier, but your efforts are what creates loyalty among our guests and ensures memorable experiences throughout their stay in our hotels. Thank you to each of you, we couldn't continue to do this without your commitment.

-Chris Gistis

LINCHRIS FOOD & BEVERAGE CONFERENCE



Linchris recently hosted a Food and Beverage Conference from March 12-14 at the **DoubleTree by Hilton** in Andover, MA. The conference was planned by General Manager of the Inn at Middletown, **Gary Nagler**. The DoubleTree provided an optimal setting for the conference, which has grown to 45 Linchris Food and Beverage professionals including Food and Beverage Managers, Executive Chefs, Sous Chefs, Banquet Chefs and General Managers. Among many topics covered, including cost controls and banquet presentations, the conference provided attendees with additional tools and information for success of the overall Food and Beverage Departments across the Linchris portfolio. The Assistant General Manager of The DoubleTree Hilton Andover, Danielle Otolu, said: "The information was discussed in a manner that was easily understood and concise. Since all the forms are on the food and beverage website, it is accessible whenever you need it. I feel that if we take advantage of this information, the hotel will become more profitable in food and beverage."

The stunning and delicious displays ranged from appetizers to desserts and were nothing short of impressive. Thank you, DoubleTree Andover team and Gary Nagler for a job well done in the six months of preparation and two-day execution of the Food and Beverage Conference!

BRIAN ANDERSON'S PROMOTION



Congratulations to Brian Anderson on his well-deserved promotion to Vice President of Operations! Brian's exceptional leadership skills and guest service initiatives have always been held in high regard by Linchris. These traits have created many opportunities for Brian's advancement over the years. After overseeing the extensive renovation of the Hilton Hotel in Scranton, PA in 2013, the Hilton was ranked #5 out of all Hiltons in America. He then led the renovation of the DoubleTree in Wilmington, DE, bringing the hotel from the bottom tier to the top 100 in its first year. After leading various hotels in Massachusetts, he was promoted to Area Director of Operations in 2016, while also holding the General Manager position at Hotel 1620 in Plymouth Harbor. His experience is nothing short of extensive, holding the General Manager position at seven Linchris hotels. Brian said that after having the experience he gained as Area Director of Operations, he knew he wanted to pursue a career like this full-time.

In his current position of Vice President of Operations, Brian oversees the operations of 10 Linchris hotels and works with each property's General Manager on a daily/weekly basis to improve the overall performance of the hotel. "I have enjoyed my 19 years working for Linchris Hotel Corporation. I look forward to being a part of our continued success in the future," Brian Anderson said. We are also looking forward to your success – congratulations!

EMPLOYEE SPOTLIGHT: OWEN KASSER



Owen Kasser first began working for Linchris Hotel Corporation as a teenager over school breaks and summers at the Holiday Inn Express in Springfield, VT. He worked for four different hotels, two being within the Linchris portfolio, before joining the corporate office: "I have always been interested in the hotel industry. My early experience at the Springfield hotel left a great impression and I have enjoyed working with Linchris immensely," Owen said.

With a bachelor's from Bentley University, he joined the Linchris corporate office at the beginning of 2014. Owen decided to further his education at Boston College, where he obtained a Master of Business Administration degree, and then resumed a full-time position in the corporate office in 2016 where he currently works as a staff accountant/analyst.

Owen's daily tasks include being the liaison between Linchris and its partner banks, completing financial analyses, working with each hotel to prepare the annual budgets and reviewing payroll reports.

Corporate Controller Janine Hodge said: "Owen is an integral part of our team. He takes great pride in his job and is always looking for ways to make things run smoothly. It has been exciting to see him grow with Linchris. He is a pleasure to work with and I look forward to seeing his future accomplishments."

When asked what his favorite part of the job is, Owen said: "Working with smart, fantastic people on a daily basis. Linchris brings out the best in people, as well as motivating them to work their hardest."

In his free time, Owen loves to ski, run, ride his road bike and watch sports with his friends. He ran the Boston Marathon in 2013, finishing 22 minutes before the bombing. Owen is recently married, as mentioned in the Winter 2019 edition of The Insider. Keep up the great work, Owen!

HOTEL PROVIDENCE: 14TH AAA DIAMOND



Hotel Providence received their 14th consecutive AAA Four Diamond award on March 27. Only 6.3% of more than 27,000 AAA Inspected & Approved hotels make the Four Diamond list every year, making this award prestigious. Congratulations to **General Manager Matt Chauvin** and team for earning this award for the past 14 years!

Pictured left to right: Matt Chauvin, General Manager; Jose Concepcion, Executive Housekeeper; Kate Heemsoth, Catering Manager; Emily Archer, Food and Beverage Manager; Greg Nawrocki, Director of Sales; Joe Zacovic, Executive Chef; Alisha Diaz, Front Office Manager

COMMUNITY INVOLVEMENT



Check out Hyatt Place Austin Arboretum volunteering at their local Humane Society! Here, they walked the dogs and helped with daily duties. Linchris thinks it's so important to volunteer and give back to a hotel's surrounding community.

WELCOME ABOARD



The Linchris Corporate Office would like to welcome **Julie Deschenes** to the team! Julie joined the team as the **Human Resources Coordinator** in November and is responsible for a variety of human resources support functions such as assisting with all aspects of HR administrative tasks and being the liaison between Paychex and Linchris, among other various duties. Welcome aboard, Julie!

WEDDING BELLS

ANDREA MOORE

3/16/2019



Congratulations to Andrea Moore, Sales Coordinator, from Hyatt Place San Antonio Airport/Quarry Market on her recent marriage to husband, Matthew Hannasch. Best wishes!

FUTURE HOTELIER

12/29/2018



Courtney Holston, Front Desk Agent at Hotel Tybee, & Benjamin Watson welcomed the birth of their son, Benjamin Jr, on December 29th. Congratulations, Courtney!