



Welcome **Caroline Peterson**, Staff Accountant at Linchris!



Welcome **Samantha Thompson**, General Manager of Hotel Providence, Trademark collection by Wyndham!



Welcome **Jamie Wolfe**, General Manager of the Harbor Hotel!



Welcome **Brandon Salisbury**, General Manager of the DoubleTree by Hilton Ann Arbor North!

# THE INN SIDER



## FRANK BONFILIO: LINCHRIS EMPLOYEE OF THE YEAR

**Frank Bonfilio**, an employee of the **DoubleTree by Hilton Nashua**, has been named the Linchris Employee of the Year for 2023. Frank will be celebrating his 20th anniversary at the DoubleTree by Hilton Nashua in June, as he began his tenure in 2004 under the Crowne Plaza Flag. When Linchris purchased the hotel in July of 2017, prior to converting to a DoubleTree, Frank quickly stood out for his ability to connect with customers and deliver exceptional service.

As an experienced bartender at the hotel, Frank has an uncanny ability to not only connect with customers on a personal level but to greet guests by first name, even if he met them years before. First-time guests who visit Speaker's Corner will often stop by the front desk on the way to their room and share how much they enjoyed their experience in Speaker's Corner with Frank. As **J Argonish**, General Manager, points out, "Not a day goes by without a guest asking, is Frank working tonight?". This is a testament to how much Frank is truly committed to delivering memorable and enjoyable experiences for our guests. J continues, "When Frank walks in a room, he spreads his good vibrations to those he meets. He greets everyone he knows – both employees and hotel guests – by name with a hello and a handshake, even if it has been years since Frank has seen them."

Frank is a consummate team player. He goes out of his way to assist others, whether it is helping with a last-minute change to a meeting room or delivering items to a room when called upon. Frank's warm and welcoming personality helps contribute to a positive and friendly atmosphere in the hotel, which helps the hotel to excel in customer service scores. **Jeff Lang**, Vice President of Operations, said, "Frank is the pinnacle of customer service and hospitality, and I have had the distinct pleasure of working with him as a General Manager and now in an above-property role. With so many exceptional associates throughout the company, selecting a Linchris Employee of the Year is



not an easy task but I truly feel Frank deserves this award. I am proud of his continued efforts and contributions to the hotel."

In his personal life, Frank enjoys cheering on his beloved Boston Bruins and listening to his favorite band, The Rolling Stones. He spends as much time as he can with his wife, Darlene, and their two dogs, Bella and Benjie, whom he adores.

### PROMOTING FROM WITHIN



**Jacqui Frost** Promoted to **Director of Operations/Revenue Manager** at Linchris



**Ciera Omos** Promoted to **Staff Accountant/Financial Analyst** at Linchris



**Nikki Serra Miranda** Promoted to **Front Office Supervisor** at the **Cape Codder Resort**



**Harry Jones** Promoted to the **General Manager** of the **Provincetown Inn**



**Danyale Jones** Promoted from Front Desk Supervisor to **Front Office Manager** at **Hilton Memphis**



**Riley McGlynn** Promoted to **Banquet Manager** at **Beach Retreat & Lodge**



**Christian Reyes** Promoted to the **Leading Night Auditor** at the **Allegría Hotel**



**Joshua Guerra** Promoted to the **General Manager** of the **Crowne Pointe Hotel & Spa**



**Megan Fitts** Promoted to **Accounting Manager** at the **DoubleTree by Hilton Nashua**

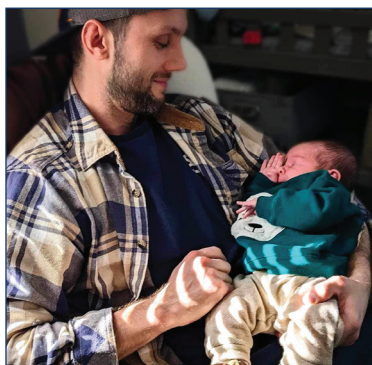


**Rita Hocker** Promoted from Food & Beverage Director to **Assistant General Manager** at **Ashworth by the Sea**



**Steven Curler** Promoted to **Front Office Manager** of **The Surfside Hotel and Suites**

### FUTURE HOTELIERS



**Hotel 1620's Chief Engineer Stefan Peters** welcomed baby boy Logan Peters.



**Inn at Middletown's Leidi Santana**, Laundry Attendant, welcomed baby Bryson.

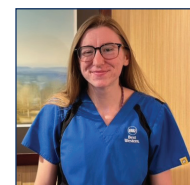
### WEDDING BELLS



**Erica Morgan**, Front Desk Agent at the **Inn at Middletown** and her fiancé, Dillon were married this fall at the Carousel Museum.

**Cindy Addison**, Director of Sales & Marketing at **Hilton Memphis**, married Bobby Fuller on February 10, 2024. Congratulations!

### EMPLOYEES OF THE YEAR



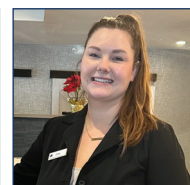
**AMANDA MATTESON**  
Best Western  
Springfield Hotel



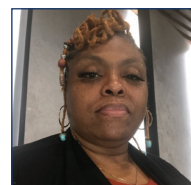
**BETTY BAILES**  
The Sandbar Hotel  
Myrtle Beach, Trademark  
Collection by Wyndham



**BHRIAN DOLERA**  
DoubleTree by Hilton  
Phoenix-Mesa



**CYNTHIA NELSON**  
DoubleTree by Hilton Ann  
Arbor North



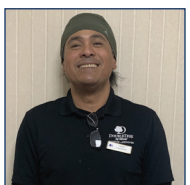
**DANYALE JONES**  
Hilton Memphis



**FAYOLA WALTERS**  
Allegría Hotel



**FRANK BONFILIO**  
DoubleTree by Hilton Nashua



**FRANKLIN JAVIER**  
DoubleTree by Hilton  
Boston-Andover



**GLADYS GRIFFIN**  
Best Western Inn & Suites  
Rutland-Killington



**TONY THAI**  
Hotel Providence,  
Trademark Collection by  
Wyndham



**IRALDA ROMERO GUALLPA**  
Cape Codder Resort  
and Spa



**JINNET CARMONA**  
Holiday Inn Salem



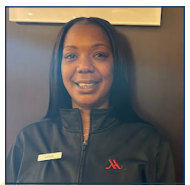
**JOSE RICO GOMEZ**  
Beach Retreat & Lodge  
at Tahoe



**JOSIE LAMBERTI**  
Holiday Inn Weirton-  
Steubenville Area



**KRISTINA EARLE**  
Holiday Inn Manchester  
Airport



**LATOYA MEADOWS**  
Macon Marriott City Center



**LEHONG PHAN**  
DoubleTree by Hilton  
Washington DC Silver Spring



**MATTHEW BAZYCKI**  
Hotel 1620



**RAMON SANTIAGO**  
Inn at Middletown



**TIFFANY CREACY**  
Sheraton Tampa  
Brandon Hotel



**TIFFANY WILLIAMS**  
Hotel Tybee



**TRACY DONER**  
Hampton Inn Littleton



## VOLUNTEER



**Ashworth by the Sea** volunteered to assist with registration for Special Olympics New Hampshire's annual Penguin Plunge.



The **Beach Retreat & Lodge** hosted a blood drive in January as well as a food drive for a local food bank.



The **DoubleTree by Hilton Ann Arbor** Sales Team helped with some community service hours over at Domino's Petting Farm, which is on the grounds of the Global Headquarters of Domino's Pizza in Ann Arbor. The team helped pluck and stuff eggs along with feeding the animals.

The **Cape Codder Resort** is partnering with MA Breast Cancer Coalition for their upcoming fundraising event and is continuing to partner with local organizations for donations and working with the local food bank with volunteer hours.

This winter season, **Allegrria Hotel** donated stained and torn linen and terry items to the Long Beach Humane Society to use in care of pets in need.



The **Sheraton Tampa's** Service Committee donated towels and linen to the Hillsboro Pet Resource Center.

**Hotel Tybee** participated in the company's "Founder's Day Event" this past December where they did a beach cleanup on the island.

The **Anchor In** donated travel shampoos, conditioners, body lotions, and soaps to surrounding homeless shelters in Hyannis and Yarmouth.

**Macon Marriott** donated their desk chairs to a local fire department.

## IN OTHER NEWS...



Sharing the love on Valentines Day! The **Allegrria Hotel's General Manager** put together a cart with fresh roses and treat bags and delivered them individually to all the team members working! Love was felt by all! They even had a snow bear outside the hotel on the boardwalk with a big heart!



The **Cape Codder Resort** officially announced the conversion to **Margaritaville Resort Cape Cod**. The positive response has been widespread through all media channels.



**DoubleTree by Hilton Phoenix Mesa** received the Community Facility of the Year Award from Arizona Disabled Sports.

The **DoubleTree by Hilton Ann Arbor** moved up in ranking on Trip Advisor and cracked the top 10! They held the #11 spot for 16 months and are now #10.

**DoubleTree by Hilton Phoenix Mesa:** Making the Impossible Possible - February Room Revenues in 2024 are better than 2023 when the Super Bowl was in town.



**STAY CONNECTED WITH LINCHRIS**

## A MESSAGE FROM BOB

I hope this message finds you well and filled with the rejuvenating spirit that spring's arrival brings. As we approach another summer season, I find myself reflecting on the immense pride and gratitude that I have for all our Team Members and the effort you make every day.

The hospitality business is truly special and unique: a place where we can come together as not just colleagues, but as a second family to enjoy work while exceeding our guests' expectations. I hope you enjoy having an opportunity to make a difference in people's lives, both co-workers and guests. We have the privilege of creating memorable experiences for our guests and making an impact that can last a lifetime.

I also want to take the time to personally congratulate Frank Bonfilio, our 2023 Linchris Employee of the Year. Frank epitomizes guest service,

and I am proud to have him on our Team. The EOY Celebrations in Nashua were wonderful. I think the best part for me, besides Frank's obvious humility, was the excitement I saw in the other employees in Nashua. Everyone was so excited for Frank, and you could see it on their faces. Frank, again, congratulations.

In closing, I want to extend my deepest thanks to each one of you for your tireless efforts, unwavering dedication, and loyalty that have made Linchris what it is today. Please know that your hard work does not go unnoticed and that you are greatly appreciated. I look forward to seeing each of you at your hotels when we share a meal and get together for the annual Employee General Assembly. Together, we will continue to take care of each other and our guests.

*- Bob Anderson*

## LINCHRIS ACQUIRES PROVINCETOWN INN

The 102-room hotel sits on just over 6 acres of land, overlooking the Provincetown Harbor. The property has its own private beach and is only a short walk away from the many cultural attractions downtown Provincetown has to offer including restaurants, local shops and galleries, and annual events that draw visitors all year round. Built in the 1930's, this historic property maintains its historic past, while including all the modern amenities required by today's traveler.

The **Provincetown Inn** marks the Linchris' fifth property in Provincetown, after adding the **Crowne Pointe Hotel & Spa** and **Brass Key Guesthouse** in November 2021. "The team at Linchris is very excited to add another Provincetown property hotel to our portfolio," said **Jeff Lang**, Vice President of Operations. "With our twenty-plus year track record of operating hotels in Provincetown, we are in the process of planning some great things for our first season and building on the legacy of the property." He continued, "We look forward to the opportunity to further become part of the Provincetown community."

The hotel will undergo a \$3.7 million renovation plan phased over two years to enhance the guest experience, with the major improvements slated to be completed before the second season.

