# WELCOME ABOARD!

The Corporate Office would like to extend a warm welcome to its new employees! Congratulations to our new hires as well as our hires that were promoted from within!



Accounting and Finance Department: Financial Analyst, Danielle D'Angelone, Accountant/Office Coordinator, Tracy Towne, Staff Accountant, Ciera Omos, Staff Accountant, Aidan Fitzsimons



Sales and Revenue Department: (pictured on the left) Revenue Coordinator, Maureen Morgan, Director of Online Marketing, Greg Nawrocki (formerly DOS at Hotel Providence), Online Marketing Manager, Amanda Anderson, Corporate Director of Revenue Management, Jenna Bergamino (formerly GM at Hotel 1620) (Pictured on the right) Corporate Director of Sales, Beth Pruchnic (formerly DOS at the Inn at Middletown)



### WEDDING VENUE







Congratulations to Hotel Providence for being named Discover RI's Best of Wedding Venue! We couldn't agree more with their choice.

Congratulations

to **Eleonora & Jon** 



Allegria Hotel, for the second year in a row, was named one of the Best Wedding Venues in the NYC five boroughs and Long Island by The Knot. Congratulations!

### *HINNSIDER* INCHR10 37 **A NEWSLETTER BY** LINCHRIS uears **2021 LINCHRIS EMPLOYEE OF THE YEAR: CELIA MARTINEZ**

This year, we honor **Celia Martinez** as Linchris' 2021 Employee of the Year. Celia was nominated by her team at the DoubleTree by Hilton Phoenix/Mesa because of her dedication to the hotel as a housekeeping supervisor, and for upholding not only the values of Linchris, but of the DoubleTree and Hilton brands. "We believe Celia demonstrates all of the values of Hilton - including Hospitality, Integrity, Leadership, Teamwork, Ownership, and Now," said Bryan Heintz, General Manager.

Celia has been with the DoubleTree since August of 2011. Her passion for ensuring a guest's stay is memorable and they have a great experience is measured in her dedication and caring for her fellow team members and our guests. Celia has never called out and is always on time showing her true dedication to her team and our guests.

Celia's pleasant demeanor has earned many positive comments from guests while never receiving any negative comments. Celia takes pride in providing exceptional customer service and in living Hilton's vision, to fill the earth with the light and warmth of hospitality.

"Celia has been instrumental in our movement to go from Good to Great. Celia leads the charge when it comes to caring for the hotel and the community. She is an enthusiastic employee who is willing to take up more initiatives and accepts more tasks apart from her regular job routine," said Bryan.

Celia was treated to a social gathering in the afternoon on June 6, 2022 at the hotel with her peers, hotel management, and Linchris corporate officers.

Congratulations Celia, and thank you for your commitment to Linchris!

# **EMPLOYEES OF THE YEAR**



CHANTAEL HESSLING Double e Ann Arbor North



**KATIE RODRIGUEZ** 

DoubleTree Boston





KELLY HUDSON

Holiday Inn Weirtor



**FUTURE HOTELIERS** 

The Holiday Inn Weirton's John Hudson, Chief Engineer, and Kelly Hudson, Housekeeper and EOY welcomed their 2<sup>nd</sup> grandchild. Alexander. on February 28, 2022. Congratulations!

Michaud from the Inn at Middletown who welcomed Sofia Linn on January 20, 2022.



Dana recently celebrated the birth of their first child, Oliver Jack, who arrived on December 27, 2021. Congratulations!

Michael Frey, an Allegria Hotel Restaurant

Manager, and his wife

Congratulations to Jai and his wife Nandaie who celebrated the birth of their second daughter, Alyssa, on



**DoubleTree Nashua's** welcomed a baby boy Parker James March.



ROBERT THOMAS

GERRY MORSE

Allegria Hotel

ott City Cente

Macon Ma

EDITH ROJAS Sheraton Tampa Brandon



ERICA CONRAD Best Western Springfield

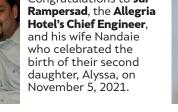












**WEDDING BELLS** 

Hotel 1620 Banquet Manager, Franque Perkins, got married to her husband, John Luke Fellows! We wish her many years of happiness!









# **SUMMER 2022 EDITION**





NORMA FLORES FERANDES DoubleTree Nashua



From Left to Right: Bob Anderson – Senior Vice President of Operations, Brian Anderson - Senior Vice President of Operations, Employee of the Year Celia Martinez – Housekeeping Supervisor, Bryan Heintz - General Manager, Janine Hodge - Vice President of Accounting, Glenn Gistis – CEO



VIRGINIA (MAYRA) PLASENCIA Hotel Providence



YOLANDA PADILLA Beach Retreat & Lodge South Lake Tahoe



**ROSALINA GALDON** Holiday Inn Express Manchester Airport



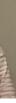
**MICHELLE BOCUZZO** Ashworth by the Sea



**CELIA MARTINEZ** DoubleTree Phoenix Mesa



JAMES WIDEAWAKE Best Western Inn & Suites Rutland-Killington





JOHN GILL

**KIMESHA FLOWERS** 

Best Western Grand Strand



WILLIAM KIMBALL

∆irnort

Holiday Inn Mancheste

LATONYA SMITH Hotel Tybee



JACOB KERNAN Comfort Inn & Suites Near Burke Mountain

# **ACQUISITIONS: CROWNE POINTE INN**



Linchris is excited to announce the addition of the Crowne Pointe Inn, Spa & **Restaurant** located in Provincetown. MA to the ever-growing Linchris portfolio! The Crowne Pointe Inn & Spa is a 37room hotel comprised of six beautifully restored historic buildings and features award-winning fine dining at The Pointe Restaurant and luxurious therapeutic treatments at Shui Spa.

The Crowne Pointe hotel is in an ideal location with less than a five-minute walk from the action in Provincetown. However, there is no need to leave the hotel with the wonderful on-site amenities and expansive outdoor patio!

General Manager Dan Wisselman took over as hotel GM during the pandemic along with the hotel's transition to the Linchris portfolio. "I was delighted to be part of the transition and currently remain in my role as GM. I am so grateful to work for such a great company who strives to take excellent care of their employees, guests, and stakeholders," Dan said.

When being asked about running the hotel during the pandemic, Dan said: "I would love to touch on the fact that with all the negative news out there and the terrible things going on in the world, people knew that they could come to the Crowne Pointe Hotel and Spa for a complete serene and relaxing escape, and that it would be safe during the pandemic based on our COVID protocols in place."

Acquiring the Crowne Pointe Provincetown was the ideal move for Linchris who has been operating in Provincetown for over 20 years. "Provincetown has always been a great market for us," said Bob Anderson, Senior Vice President of Operations. "There are also high barriers to entry which means we should not see any large competitors enter the market."

Bob expanded on the upgrades coming to the Crowne Pointe including a new handicap ramp for the restaurant deck, replacing some windows throughout the building, completing roof work, and replacing awnings throughout the hotel.

# **ACQUISITIONS: ANCHOR IN**



We are pleased to announce the addition of the Anchor In to the Linchris Hotel Corporation portfolio! Overlooking Hyannis Inner Harbor, the hotel operates year-round and is located in the heart of this wellknown tourist destination. Just a three-minute walk from the Steamship Authority ferry terminal and a five-minute walk from the Cape Cod Maritime Museum, the Anchor In is in a prime location for those looking to stay local or explore the Islands.

Former Vice President of Operations Nick Pancoast has been a staple to our company for years, even staying on to fill positions after semi-retiring in 2020, most recently as General Manager of the Anchor In. He will help mentor AGM Eva Beshay to become General Manager.

"The Anchor In has a very good staff that has been with the property for quite some time," Nick said.

# HAPPY RETIREMENT GARY NAGLER

It is bittersweet to announce the retirement of Gary Nagler, the Inn at Middletown General Manager, and the Corporate Food & Beverage Director for Linchris, who has been with us since 2007. Although retiring from his General Manager duties. Gary will now be focusing 100% of his attention to his Food and Beverage role and we know the positive impact he will make on all aspects of our food and beverage business. Gary, you'll be missed, but we are so glad you won't be too far!

With that, we are pleased to welcome **Harry Jones** as **General Manager** of the Inn at Middletown! Though he certainly has some big shoes to fill, Harry comes to Linchris with a wealth of knowledge and experience. He started his hotel journey as a GSA in select service hotels starting in 2008. He eventually worked through other areas of the hotel including F&B, housekeeping, and eventually being promoted to an operations manager and eventually become an AGM, GM, Taskforce, and Regional Manager.

Harry's favorite part about working in a hotel is making connections with guests and creating memories. He enjoys all aspects of operating functions within the hotel. In his free time, Harry enjoys running, cooking, and anything outdoors. Welcome, Harry! We're thrilled to have you as part of the Linchris Family!

# **LINCHRIS LEADERSHIP**

In 1985, I formed Linchris with the goal of providing management services to owners of hotels while embracing the value of our most important asset, our associates.

At that time, I could not have imagined that thirty seven years later, we would be a thriving company that not only manages hotels for others but one that now manages hotels that we own through various partnerships and a company whose growth is now driven by the private equity vehicle that we launched a few years ago. I am truly humbled by the success of our company and grateful to all of you that have contributed to this success.

To focus on strategic issues, my position is now changing to Chairman and I am pleased to announce that Glenn Gistis will take over as CEO.

# HILTON MEMPHIS STARS OF THE INDUSTRY

Congratulations are in order! The Metropolitan Memphis Hotel and Lodging Association presented Stars of the Industry awards to three of our team members, and we couldn't be prouder!

Congratulations to:

MELVIN BOYCE Food and Beverage Manager of the Year

JASMINE HAMPTON Front Desk Agent of the Year

JOHN GILL Housekeeping Lodging Team Member of the Year

## **ACQUISITIONS: BRASS KEY GUESTHOUSE**



The Brass Key Guesthouse is a 43-room hotel and a unique haven of nine historically restored buildings enclosing a terraced courtyard, infinity edge pool, and oversized in-ground spa. The beautifully landscaped private enclave is unlike any other hotel in Provincetown.

Tyler Smittle was General Manager when Linchris acquired the hotel, and he remained in his position since. Tyler has an extensive background in the hotel industry working with Marriott, Ritz Carlton, Starwood, Evolution, Joie de Vivre, Warwick and other select brands.

When asked about his experience so far, Tyler said, "If you are not passionate about going to work every day, excited about your property and its goals, you are in the wrong seat! Find what you are passionate about so you can achieve your greatest success." He continued, "I find myself in the right seat, I have passion and pride for my property, my staff, my guests, and the high standards we uphold. Now representing Linchris in

Provincetown, I take great pride in my company and representing them here."

**Senior Vice President of Operations** Bob Anderson said, "The addition of the two new hotels compliments our Provincetown portfolio nicely. The Harbor Hotel is on the outskirts of Town with beautiful ocean views and a large courtyard area that houses an enormous pool and cabana bar as well as a splash pad for the kids. The Surfside is closer to Town and features its own private beach with the waterfront building directly on the beach and ocean. The two new additions give us a location just two blocks off the main street and activities in Provincetown. We seem to now have all areas and offerings covered."

Work has started on the Brass Key including sprucing up the lobby, adding a tap system to the busy bar area, doing work on the pools, heating and air conditioning and roofing work. Linchris is looking forward to a great season in Provincetown!

# A MESSAGE FROM CHRIS

Knowing how much the COVID-19 pandemic has affected not only each and every one of our lives, but also the thing we all have in common, the hotel industry, I am so grateful that there is a light at the end of this never-ending tunnel. With the steady decline of COVID-19 infections, it appears that the worst of this pandemic is behind us, at least we all hope, and that our lives will again be somewhat "normal." It is my hope that our hotel industry continues its recovery to previous levels of occupancy as people begin to travel more now that they feel safer.

I am looking forward to our first summer with five hotels on Cape Cod, MA - with three new acquisitions prior to the season beginning. As we approach the summer months, typically the busiest time of the year for most of our hotels, it is more important than ever for us to bring our service levels to an even higher level, welcoming guests back and making them feel safe and comfortable in our hotels. Going above and beyond for our customers is what truly sets us apart from the others.

Something as small as a smile can make all the difference in the world knowing that if you make someone's day, you may make not only a friend but a lifelong customer just by a small gesture of kindness.

As Linchris continues to grow, expand, and rise as a corporation, one thing I never forget is where we came from and remembering that we would not be where we are today without all the effort we continually receive from our wonderful employees – who directly impact our continued successes. We continue to overcome the pandemic hurdle and will hopefully make this season a home run. With that being said, I am hopeful for a great season for Linchris as a whole. Thank you for your continued hard work and I hope you have a healthy and happy summer season.

-Chris Gistis

"It's in a beautiful location on Hyannis Harbor with beautiful views of the harbor. I look forward to completing the upgrades to the property prior to the summer, working with the staff, taking care of the guests, and helping Eva advance her career with Linchris.'

Senior Director of Operations Jeff Lang noted that the prime location made for an easy decision to acquire the Anchor In. He said, "With the close proximity to our corporate office in Plymouth and Linchris' long-standing experience and familiarity operating properties on Cape Cod, we feel the Anchor In will be a natural addition to the Linchris portfolio. We are thrilled to grow our Cape Cod footprint and be a part of the Hyannis community once again. We look forward to working with the existing incredibly hospitable staff and developing career paths for those who are interested."



Pictured: Gary Nagler and Harry Jones at the Inn at Middletown

The hospitality business, and especially our company, has been my passion and will continue to be. Glenn has been actively working with Linchris since 1995 and, prior to his promotion to CFO in 2003, had worked at various positions at our corporate office. One might say that Glenn actually began his internship with Linchris in 1985 when he helped me draft my initial Linchris business plan while a student at Boston College. Along with his responsibilities to Linchris, Glenn has been the driving force behind the successful launch of our private equity investments effort.

I look forward to our continued success in the future.

- Chris Gistis

# TRIPADVISOR TRAVELER'S CHOICE AWARD WINNERS

Congratulations to our 2021 TripAdvisor Travelers' Choice Award Winners. The Travelers Choice award celebrates the top 10% of hotels that consistently deliver extraordinary experiences to travelers around the globe.

**Hotel Providence** DoubleTree Ann Arbor North DoubleTree by Hilton Nashua **Best Western Springfield** Hampton Inn Littleton **Sheraton Tampa Brandon** Inn at Middletown

Surfside Hotel & Suites Provincetown

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

Holiday Inn Weirton-Steubenville Area

Holiday Inn Salem

Holiday Inn Manchester Airport