



Nick Pancoast's cross-country adventures and beautiful scenery.

After working diligently for Linchris for 20 years, **Nick Pancoast** decided to step down and work part-time to spend time with his wife traveling across the country in their RV. President Michael Sullivan was happy to work with Nick's request and made his position Task Force Specialist, where he provides management oversight when staffing voids arise as a result of management changes, maternity or medical leave, hotel acquisitions, or additional staffing is required for a short period.

Nick's first assignment was to help with a transition in Macon, GA. He planned to return home in 4-6 weeks to begin his RV trip – and then the Covid-19 pandemic hit. Completely changing his original plan of driving to Alaska, Nick and his wife Paula set out for Macon for what they thought would be 4-6 weeks but ended up being 11 months.

While in Macon, Nick was able to take a few trips to Florida, Georgia, North Carolina, and Mississippi. After his Macon job, he was assigned to help in Lake Tahoe, California. On their way, they helped restore a Girl Scout

Camp in Tennessee, and visited Texas and New Mexico where Nick rode his bike on the Continental Divide. They made a stop in Arizona to visit family, and one final stop in California where they spent time in the Sierra Mountains.

The departure from Lake Tahoe was not what Nick had expected – the wildfires demanded evacuations. Nick said: "Rachel and her staff at Lake Tahoe were great under these circumstances and accomplished the difficult task of evacuating the employees, guests and securing the hotel."

His next destinations include Idaho, Montana, and Wyoming where he plans to visit Yellowstone and the Grand Tetons before he returns to Lake Tahoe to cover for Rachel in October. "The last eighteen months have not been what we expected by a long shot, but when you travel you must be ready for unexpected things, and we got the unexpected. We look forward to our continued travels and working with other Linchris hotels," Nick said.

JULIA SMITH

AUGUST



Julia Smith, Hotel Providence Supervisor, welcomed her third baby boy, Julian, in August. Congratulations, Julia!

YANET FONSECA

AUGUST



Holiday Inn Miami West's Yanet Fonseca welcomed her daughter, Lea, born in August. Congratulations, Yanet!

GO BIG SHOW

The Go Big Show arrived at the **Macon Marriott City Center** from July 25 – September 3, 2021. The show contributed over 8,760 group room nights and approximately \$615,000 in Food and Beverage to the Macon Marriott City Center with up to 1,000 meals per day served for breakfast, lunch, and dinner.

The Go Big Show showcased supersized talents featuring monster trucks, stunt archery, animal trainers and other radical feats. The Macon Marriott housed the cast and crew and worked hand in hand with the production team to build a Covid Bubble. A Covid Lab was set up on property, and all production staff including our Marriott associates were all Covid tested three times per week. As a result, the show was successfully completed on time with no health delays.

The Macon Marriott's Convention Center was utilized to build all the props, the parking lot was utilized for a live audience, and the attached arena was transformed into a TV Production Studio. We are looking forward to next year's Go Big Show Season 3, so be sure to watch this January – high ratings will mean the show gets renewed!



The Go Big Show at the Macon Marriott



WEDDING BELLS

JOHN DOLCIOTTO



Congratulations to **Holiday Inn Express Manchester's John Dolciotto**, Dual Director of Sales & Marketing, on his recent marriage. Congratulations, John!

REST IN PEACE

Maureen Lee, former Corporate Director of Sales and Marketing for Linchris, passed away February 21, 2021. Maureen worked for Linchris in a variety of positions, including Director of Sales & Marketing and General Manager at the DoubleTree Milford and General Manager at Hotel Providence. She will be deeply missed by our Linchris family and friends.



NEW HIRE

ASHLEY JOHNSON



Ashley Johnson rejoined the **Macon Marriott** in July 2021 as Sales Manager focusing on Corporate and Association Business. Ashley is a graduate from Bloomsburg University of Pennsylvania, where she received her Bachelor of Arts (BA) in Mass Communications. Recently she earned her Virtual Event and Meeting Management Certificate, Event Leadership Institute – online (2021) Please extend a warm welcome to Ashley!



STAY CONNECTED WITH LINCHRIS

EMPLOYEE OF THE YEAR: MARIE JEAN

Since 2015, **Marie Jean** has been one of the Sheraton Tampa Brandon's most dedicated room attendants and employees. Marie has been named Linchris' 2019 Employee of the Year for many outstanding reasons, all of them including Marie constantly showcasing all the important Linchris ideals.

Marie shows up to each shift on schedule despite not having transportation of her own. This alone is impressive. She is more than willing to come in on her days off and to stay late if extra help is needed – she even stayed during the devastating Hurricane Irma. The endless dedication to her job and her team is exceptional. Executive Housekeeper Consuela Huewitt said: "Her dedication and commitment to the Sheraton is outstanding. Marie provides quality service to our guests – we have never received a bad complaint about her rooms. Guests have requested to be placed in her section because of her exceptional service and cleanliness."

In addition to her perfect attention to detail, Marie executes a positive attitude every day. "Marie's attitude is always upbeat and

cheerful. She stays positive even when the team has struggled. Having Marie on the team makes a huge difference," Consuela Huewitt said.

General Manager Scott Selvaggi said: "MJ is a hardworking, selfless individual. Her teammates and guests matter very much to her. You never know when something bad has happened to MJ because she keeps a positive attitude. She is the ultimate professional and takes her job seriously, and it shows! Guests who frequently visit our hotel request her floor when they book with us. It's an honor to know MJ and I am very proud of her!"

Marie Jean was treated to a social gathering in the afternoon on March 11, 2020 at the hotel with her peers, hotel management, and Linchris corporate officers. Afterwards, Marie Jean was treated to a limousine ride to Council Oaks Steak and Seafood Restaurant located inside the Hard Rock Hotel and Casino where she enjoyed an amazing meal. Marie was then brought home after dinner by limo. The next day Marie Jean was all smiles and loved the VIP treatment!



Linchris' 2019 Employee of the Year, Marie Jean, receives her award.

EMPLOYEES OF THE YEAR

Linchris Hotel Corporation is extremely proud of all our 2019 Employees of the Year. We purposely did not have Employees of the Year for 2020 since we felt all our employees deserved this title for putting in so much effort during the pandemic. Thank you to everyone for your continued hard work and dedication!

CANDICE ANGOTTA
Holiday Inn Manchester Airport, NH

JACOB BEAUREGARD
Hotel 1620 Plymouthn Harbor, MA

TAMMIE COBB
Holiday Inn Express Manchester, NH

KELI ESPOSITO
Hampton Inn Littleton, NH

ROBERT HAWKINS
Hotel Providence, RI

TARA LAGRANGE
Best Western Springfield, VT

ANA GABRIELA GARCIA
Holiday Inn Express & Suites Holiday Inn Miami West, FL

MARY ALVOID
Hilton Memphis, TN

STACY SWEET BELLE
Macon City Marriott, GA

LYMARIE CORA
DoubleTree Boston/Andover, MA

MILAGROS FERRER
Holiday Inn Salem, NH

TIFFANY JACKSON
DoubleTree by Hilton Ann Arbor North, MI

RUBY VILLEDA
Beach Retreat and Lodge at Lake Tahoe, CA

DONNA SULLIVAN
Comfort Inn & Suites Near Burke Mountain, VT

BETTY BAILES
Best Western Grand Strand, SC

MICHELLE BOCUZZO
Ashworth by The Sea, NH

KEVIN DONAHUE
DoubleTree Hotel Nashua, NH

DIANA RORYE
Inn at Middletown, CT

CHERYL KISSEL
Holiday Inn Weirton, WV

THERESA WEEKS
Best Western Rutland/Killington, VT

WILLO WELLS
Hotel Tybee, GA

ALLEGRIA HOTEL



Allegria Hotel is steps from the beautiful white sand.

Linchris recently acquired the **Allegria Hotel**, a luxury oceanfront hotel in Long Beach, New York, just 45 minutes from Midtown Manhattan.

"The Allegria was a great compliment to the Linchris portfolio. This hotel falls into our business plan of balancing the portfolio

between corporate and leisure destination hotels. The Allegria experienced a very busy summer season after its purchase at the end of April," **Senior Vice President of Operations Bob Anderson** said.

Long Beach was an ideal expansion location for Linchris. With a wonderful 2-mile boardwalk that sits on a breathtaking white sand beach, and being considered the northeast coast surfing capital, it's no question that the location is fantastic. Located on Long Island, the draw is heavily from the New York and New Jersey area.

The Allegria Hotel is the perfect place to dine, vacation, escape or rejuvenate. From the rooftop pool and ballroom to the mezzanine level that walks directly out on the famous Long Beach Boardwalk, where the sand and waves are mere steps away from the hotel doors. The Allegria hosts many wedding and social functions and offers incredible guest rooms with either city views of the Manhattan skyline or direct beach views.

"I was so excited to be a part of the Allegria acquisition. This hotel offers a guest experience that is hard to beat and with the planned improvements this off-season we are very excited to bring an even better hotel offering to

the community of Long Beach," Bob said.

When thinking about who the ideal choice for **General Manager** of the Allegria should be, 13-year Linchris employee **Glen Vuilleumier** was an automatic thought for Bob Anderson. Glen first joined Linchris as the General Manager of the Holiday Inn Brookline and since then has moved from property to property helping hotels get out of default and overseeing renovations.

"I was excited for the opportunity to take over this beachfront property when asked, as the location is breathtaking. In addition to the premier location, the best asset the property had was its staff. The hotel had its challenges throughout the summer season, especially with the inherited deferred maintenance and conditional items, however the team pulled together to overcome those," Glen said.

The Allegria Hotel will undergo a renovation this fall that Glen will oversee. "It will be refreshing to start our renovation project that will commence this fall, which will bring a breath of new ambience to the hotel. I am looking forward to continuing to work with the dedicated Allegria team and resurrecting the property back to its iconic days," Glen said.

MICRO WEDDING SUCCESS

Hotel Providence turned an unfortunate situation into a successful endeavor by introducing micro weddings to their guests. Typically, Hotel Providence hosts 35-45 full-scale weddings a year. However, with restrictions in place and with the pandemic looming on, that number dropped to eight because of having to completely shut down food and beverage operations.

In lieu of postponing weddings, some couples had interest in getting married on a smaller scale, so Hotel Providence came up with a micro wedding package that included 10 guests (including the bride and groom), a champagne toast, an overnight stay, and a personalized wedding ceremony that included music selection and hanging out on the patio afterwards with drinks.

Not knowing what to expect, the interest and responses were overwhelming! Hotel Providence received dozens of emails, phone calls, website messages, etc. daily. They gave 10-20 tours a week – socially distanced or virtually – and even attracted local media outlets. **Former Director of Sales, Greg Nawrocki**, held promotions

about their package on radio. Over 65 micro weddings were conducted in 2020, with 20 of them booked for 2021.

As the demand grew for a food and beverage package for the micro weddings, the conference room was transformed into a plating kitchen and service bar to contain the micro weddings to their own "bubble." Safety precautions such as Covid testing, masks, gloves, social distancing, etc. were implemented without any outbreaks stemming from the weddings.

Sales Manager Kate Heemsoth said: "the great thing about the micro wedding is that the planning window can be dramatically shortened. While I typically work with a couple for anywhere from 12-24 months before a full-service wedding, we were booking and executing the micro-weddings in as little as two weeks last year. This means, for the future, we can open the package up to needed dates as they get closer, and still maintain a good success rate for bookings."

An example of a beautiful micro wedding setup at the Hotel Providence.



YOU'VE CAT TO BE KIDDING!

Luis Atilano, Chief Engineer at DoubleTree by Hilton Phoenix Mesa, and a known non-cat enthusiast, received a call from the hotel that a cat was stuck in the wall of the hotel. Luis came in on Saturday and spent over four hours in the ceiling between the first and second floors trying to locate the cat. He finally found the cat in the walls of the hotel, cut a couple of new holes in the walls of the hallway and was able to remove the cat with no harm.

The DoubleTree by Hilton Phoenix Mesa received a very thoughtful and well-deserved thank you letter from the cat's owner – who is forever grateful for the efforts made to retrieve her beloved pet. Way to go above and beyond, Luis and staff!



Chief Engineer at DoubleTree by Hilton Phoenix Mesa, Luis Atilano

every knockdown and forged ahead. Not beaten or broken but strengthened and renewed that there would be better times ahead," Pierre said.



The beautiful DoubleTree by Hilton Silver Spring

DOUBLETREE BY HILTON SILVER SPRING

There's a new cookie in town. DoubleTree by Hilton and Linchris Hotel Corporation announced the opening of the DoubleTree by Hilton Silver Spring DC North. Formerly, Sheraton Silver Spring, this hotel will continue to offer guests the exceptional level of service they have enjoyed as part of the Hilton Worldwide portfolio with the added DoubleTree brand benefits of a signature warm chocolate chip cookie upon arrival, and the industry-recognized culture of CARE (Create A Rewarding Experience for our guests) Program.

This hotel features 229 guestrooms, 15,000 square feet of meeting space with a restaurant and bar. The location is close to Washington DC, making it an ideal choice for leisure guests looking for an alternative to staying in the city.

The hotel has begun a renovation that allowed it to convert to the DoubleTree by Hilton Silver Spring/Washington DC. on October 5th. "The \$7.8 million renovation to the property will make it the ideal choice for federal government, group and leisure travelers coming to Silver

Spring and the greater Washington DC area," **Senior Vice President of Operations Brian Anderson** said.

Pierre Lamarre took over as **General Manager** of this new acquisition in the middle of the pandemic. "Running a hotel in these times taught us to do more with less, get creative with cross-utilization and to literally get back to the basics of what we learned as we broke into our first jobs in this business all the while learning a whole new level of clean," Pierre said. Pierre previously worked as a General Manager for Linchris at our Holiday Inn in Brookline, MA. Pierre is a 30-year veteran of the hotel industry and has worked in the Washington DC/ Baltimore markets for 12 years.

"I've had time to spend with all of them individually over the past several weeks, and if I can attribute one key to the success of the future of this, and any, hotel – it is the human beings that came in day after day, hopeful that this would be the day when things take a turn for the better. These folks kept getting up, after

SHOW ME THE MONEY!

Congratulations to **Brad Degenkolb, Director of Sales of the Holiday Inn Weirton**, who recently referred one of their gas and oil clients, Calfrac, to the Holiday Inn Express in Butler. The referral incentive through IHG LeadShare paid Brad \$15,913 for his efforts.

Several years ago, Brad capitalized on the Linchris lead referral with another oil and gas company bringing his total referral incentives to over \$30,000. However, what is truly amazing is the relationships Brad has built with both companies going the extra mile to assist his clients.

Thanks, Brad, for adjusting your sales philosophy to moving beyond transactional sales. You have no doubt put together a customized solution to meet their needs which means a higher rate of client retention, smoother working relationships and ultimately loyal customers. Well done, Brad!

HOTEL PROVIDENCE MOVIE

During the slower months, **Hotel Providence** was able to contract a movie to be shot on site. The hotel lobby was used for most of the shots as well as the Roger Williams Suite and the hotel's corridors. The movie starring Jason London, Eric Roberts and more, was based on a maintenance employee who worked at the hotel and became a part of the "International Birthday Network." The movie even used the hotel's name, as well as logo! Keep your eyes open for this Linchris flick!

LAKE TAHOE WINTER TRADITION

During the Covid-19 restrictions, **Lake Tahoe Beach Retreat & Lodge** transformed its courtyard into an outdoor center which included market lighting, fire pits with s'mores kits, heaters, bar service and a large screen TV. **General Manager Rachel Thayer** said: "This was such a success with our guests we are going to continue this winter!" What a perfect way to allow guests to enjoy indoor activities outdoors!

A MESSAGE FROM CHRIS

Since March of 2020, all our lives, and most industries, have been affected by the COVID-19 pandemic. One of the industries most affected by this is the hotel industry. Since quarantining and staying home became the norm, travel decreased so much so quickly, with Linchris hotel revenues declining by 90% or more. Because of this, we had no choice but to furlough many loyal and hardworking employees throughout our portfolio – one of the most difficult decisions we've ever had to make as a company.

The employees who remained on the Linchris staff had to work harder than ever to ensure operations were still running smoothly with each and every person going above and beyond. Many hats were worn by not so many employees. It has certainly not been easy for us, but I know that the brave and dedicated frontline workers risking their lives for the greater good have had a tougher time than us and I would like to thank them for all they have done.

What has shown through this difficult time is resilience. I have heard many stories about our employees who have either solved a problem or came up with a creative idea, and they make me very proud of who we are as a company. Linchris will continue to prevail no matter the circumstances because of our employees. Despite the challenges and hardships of this pandemic, we have had a few reasons to celebrate. There have been many well-deserved promotions, weddings, babies, and even two new hotel acquisitions!

After the introductions of vaccinations across the nation, I am looking forward to returning to normalcy soon as it seems the severe cases are on the decline. I hope that our business continues to improve at our hotels but most of all I hope that you and your families are well.

Stay safe,

-Chris Gistis

OPENING EARLY WAS NO AMERICAN HORROR STORY

The Surfside Hotel & Suites and Harbor Hotel in Provincetown, MA are typically closed during the winter with an annual opening date of April 15th. **Bob Anderson, Senior Vice President of Operations**, contacted **General Managers Jacqui Frost and Elaine Quigley** about a unique and exciting opportunity for both Provincetown hotels. The hit FX series, American Horror Story, was filming their 10th season in Provincetown and their production crew needed Linchris to step in and open early to host them.

This was welcome news, especially considering lost revenue during the 2020 season when the

hotels were closed earlier in the season due to Covid. This group contracted all rooms at the Harbor Hotel and 45 rooms at the Surfside. This equated to a combined revenue total of \$592,340 – what a great way to start the year!

The short notice challenges were great – from the 165 rooms needing to be fully opened and cleaned with few housekeepers available, getting permits to open on short notice, and transforming employee rooms into guest rooms, all during the wintertime when vaccines were not as readily available. Yet both hotels pulled off this large task without any hesitation or complaints. The staff generously

distributed PPE and offered daily Covid testing to any interested employees.

We'd like to thank our staff for being on board with returning to work much sooner than usual. With getting everything ready months earlier than usual, opening for the regular season was smooth sailing thanks to this wonderful opportunity. Make sure to check out the upcoming season of American Horror Story – they did some filming at the Harbor Hotel near the fire pits. Way to go Provincetown teams!

COVID-19 CLOSURE

In March of 2020, the **Comfort Inn & Suites in St. Johnsbury** made the difficult decision to close its doors due to the strict Vermont travel restriction. During this time, the Vermont prisons were seeing a dramatic increase in Covid-19 cases in inmates and staff. It was decided that St. Johnsbury would be the surge site, and that all patients would be moved to the local prison for treatment.

The Comfort Inn & Suites and The Department of Corrections have had a wonderful partnership over the years with the hotel hosting all incoming Correctional Officer Cadets training at the local facility. When the hotel was called upon for help from The DoC, they gladly opened their doors to 85

Correctional Officers and Nurses that were concerned about potentially spreading Covid-19 to friends and family.

Five state employees were sent in to assist the **General Manager, Kirsten Ash**. These employees were available 24/7 to the staff and nurses, kept the hotel sanitized and even learned how to fold fitted sheets! Food and PPE were delivered daily by local restaurants and businesses and St. Johnsbury residents and staff were treated with a "thank you" car parade. The staff and nurses stayed from April – June 2020. The five state employees are still in touch with the hotel and often brag of their folding skills.



St. Johnsbury opened its doors to the Department of Corrections.

HILTON MEMPHIS HOSTS GROUPS

Hilton Memphis hosted and made accommodations for various groups during the height of the pandemic, totaling almost \$400,000 in room revenue! AECOM – a company that came to Memphis to convert existing space into Covid treatment/hospital centers – stayed in 453 rooms from April – May 2020, totaling \$50,000 in room revenue.

"They were with us each night and we had to completely adjust how we serviced their guest

rooms. We usually just cleaned once per week and we placed extra towels, linens, toiletries, etc. on carts in their hallways for them to help themselves whenever they needed it," **General Manager Tom Goodwin** said.

In addition to AECOM, there was a large Amazon fulfillment center that opened in Memphis last year. They sent some of their best hourly workers to Memphis to help train the new people that they were hiring for the

new facility. They stayed at the Hilton Memphis in 2,797 rooms from October – early December 2020, totaling \$333,000 in room revenue.

Team Hilton Memphis bought microwaves for the workers' rooms in addition to the newly acquired mini fridges from the 2019 renovation. A lot of "grab and go" type food items and meals for both groups were prepared. Congratulations on these successful group hosts!

WELL-DESERVED RETIREMENT



It is with mixed feelings that we announce the retirement of **Liz Jobin** after more than 30 years with Linchris. Liz started in 1987 as a part time desk clerk at the first Linchris managed hotel, the Ramada Inn, Concord, NH. Liz was a full-time college student who was working to pay for her college tuition.

Shortly after graduating, Liz became the Front Office Manager of the Comfort Inn, Concord, NH and was later promoted to General Manager. As General Manager, Liz saw an opportunity to charge \$200 per night, at the time an extraordinary sum for a room at a Comfort Inn, during a very popular NASCAR race. Due to the overwhelming demand for rooms, there was

no price resistance resulting in record breaking revenue nights.

It was this outside the box thinking that convinced us that Liz was the right person to eventually lead the companywide revenue management team, which she has done so over the last twenty years with tremendous creativity and effectiveness.

Liz's hard work, commitment and dedication will be greatly missed. On behalf of everyone at Linchris, we would like to wish Liz the best of luck – and plenty of relaxation and new travel adventures in retirement!

CONGRATULATIONS ON YOUR RETIREMENT, LIZ!