

Newest Linchris Property Put to the Test, And Passes With Flying Colors

Linchris Hotel Corporation celebrated the acquisition of the **Best Western Plus Grand Strand Inn & Suites of Myrtle Beach, South Carolina** in April of 2018, marking the first Linchris portfolio hotel in the Palmetto State.

The property constitutes three separate structures. The main building is located across the street from the ocean: only about 100 yards from the sand, offering 91 standard guestrooms. The beachfront building includes singles, doubles, and king and queen suites. Oceanfront rooms all have direct views of the Atlantic Ocean, many with private balconies. The property also offers private three-bedroom cottages and a one-bedroom apartment unit.



Garrett Smith

Garrett Smith will oversee the operation as the hotel's **General Manager**. Garrett's previous **Linchris** experience includes a stint as Front of House Manager at the DoubleTree by Hilton in Milford, MA, Assistant General Manager of the DoubleTree by Hilton in Rockland, MA, and General Manager at the Hotel Boston.

According to Garrett, the property was in excellent condition and needed very little done in the way of renovations to the rooms. Garrett said most work was done in the penthouses in each building, which involved converting three-bedroom penthouses into separate one-and-two bed rooms. "Whereas this property has always been one of the most popular spots on Myrtle Beach, we are excited to now offer more rooms to our guests," said Garrett.

The Best Western Plus' stellar reputation has resulted in being awarded the Myrtle Beach Hospitality Association's Gold Star of Excellence for 14 consecutive years for 100% compliance in cleanliness, has a 3-Diamond rating from AAA, and is a Two Palmetto eco-friendly member of the S.C. Green Hospitality Alliance. Pool facilities include an indoor pool with a hot tub and changing rooms in the oceanfront building and a 30'x 60' seasonally heated pool with separate kiddie swim area, lazy river and hot tub at the main building.

Garrett says that the awards are a tribute to the longtime staff that

was employed with the hotel when he took over, with many of the employees being there for upwards of 10-15 years. "We were very fortunate to inherit such a well-maintained property and an outstanding group of dedicated individuals who take great pride in this property," said Garrett. "Their knowledge of the property, plus the rapport they have established with many of our longtime loyal guests has created a solid foundation on which to build on."

A short five months later the staff's experience was put to the ultimate test as the Myrtle Beach area was faced with a destructive storm, Hurricane Florence, which was scheduled to hit the popular resort area on September 11. As a Category 2 storm with a width of 300 miles, the Myrtle Beach area was evacuated. "By the Thursday prior to the storm hitting, we knew this wasn't going to be just a minor occurrence, and that we had to prepare for the worst," says Garrett Smith. "So we called all hands on deck and proceeded to tie down or remove anything that could become airborne, like patio furniture, potted plants and so on. Then we placed plywood in front of the outdoor AC units to keep them from getting flooded and put sand bags around the perimeter. We also moved items like computers and printers up to the second floor."

As a result of the early preparations made and excellent teamwork shown by Garrett and his team combined with Hurricane Florence making landfall north of Myrtle Beach, the property sustained minimal damage. Garrett says he was amazed at the efficiency of his

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A Message From Chris

It's difficult to pick up a newspaper or go online without seeing the news that we are in the midst of one of the tightest job markets in recent history. Every industry is being impacted by the inability to find applicants to fill jobs, both in the skilled and unskilled areas.

The hotel industry has not been immune to the effects of a tight job marketplace, and perhaps has felt its impact more than many other industries. What this means is that those of us in management are tasked with finding the best workers available to help operate our hotels and ensure our guests have a great experience at our properties. But there has also been a burden on our current employees, who have had to work harder, work longer, and even make sacrifices on their personal time, in order to make sure everything runs smoothly. And I couldn't be more proud of them.

As I travel to our properties, what I am seeing is an extraordinarily high level of teamwork and a willingness to go that extra mile, to step up and help out when the need calls for it. I recall reading in the last issue of the *INNSIDER* about our 2017 Employee of the Year, Brian Snowdale. Brian worked a full day and then, because he knew we were short of staff at another location, stood up to his knees in freezing cold water for hours helping to keep one of our buildings safe during a January blizzard. He worked late that night making sure all the water had been extracted and the old carpet was removed. Not once did Brian ask how he was going to be compensated nor did he complain about the long hours. Brian did it because he was part of a team.

This is just one example of how our employees have faced the challenges in front of us, by pulling together and helping to fill the gaps that have resulted from the current situation we now face. I know the sacrifices all are making, particularly the time lost with family and friends. For this I express my gratitude, on behalf of all of us at Linchris.

— Chris Gistis

Crowne Plaza Nashua Converts to DoubleTree by Hilton



DoubleTree by Hilton team members and Linchris officials gather around the entrance to the newly renovated and rebranded hotel to watch on as Hilton Senior Vice President David Marr cuts the red ribbon at their open house event.

After extensive renovations, the **DoubleTree by Hilton hotel in Nashua, NH** officially opened this summer after converting from a Crowne Plaza.

General Manager Jeff Lang said the renovations went well. "It included all the guest rooms. We completed everything in the rooms, from new carpeting, new wall covering, new soft seating, new bedding, new bathrooms and drapery. Everything in the rooms is brand new," Lang said.

The revitalization continues with the entire lobby, front desk and reception area. New tile is in place in the lobby and all of the meeting spaces, as well as the amphitheater. However, more plans are on tap for the hotel's restaurant, Speaker's Corner Bistro and Pub. The plan is to reconceptualize the restaurant to fit the renovations made to the rest of the hotel. "Everyone is really excited about the improvements at the hotel and we think it should create a nice buzz in the local community," Lang said.

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Stargazing

Members of the legendary Motown group The Temptations brought some sunshine on a cloudy day to the **DoubleTree by Hilton in Rockland, MA** when they took the time to pose for a photo with several members of the hotel staff.

Employees with The Temptations (L-R) Kathy Walsh, Front Desk Agent; Marie McDonald, Assistant Housekeeping Supervisor; Mitchell Emery, Front Office Manager



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High Five

The staff at the **DoubleTree by Hilton in Rockland, MA** continues to stand out in their pursuit of being a great member of the community. Earlier this summer they celebrated Memorial Day by placing flags on graves at the National Cemetery in Bourne, MA. They also took time to volunteer by gardening at The Magical Moon in Marshfield, MA.



They were assisted in Marshfield by volunteers from the **Hilton Garden Inn, Plymouth, MA**, and the **Linchris Corporate Office**. The mission of The Magical Moon is to nurture and empower children with cancer. They teach children, as well as their families, how to deal with the difficult situation they are facing and how to have a positive outlook on life.



Chalking Up a New Idea



Gary Nagler, General Manager at the **Inn at Middletown, Middletown, CT**, took the time to praise the artistic work of **Kelsey Martin, a Restaurant Server** at the property. Kelsey is using her artistic skills with chalk to promote some of the hotel's offerings.

MOVING ON UP

Welcome to **Mindy Anderson**, who has been named the new **Office Assistant** at the **Linchris Corporate Office**.

Mindy has worked with Linchris in the past as a Guest Service Agent at the **Hilton Garden Inn, Plymouth, MA**; **Holiday Inn, Keene, NH**; **Radisson Hotel, Williamsport, PA**; and served as the **Sales Manager** at the **Holiday Inn, Mansfield, MA**.



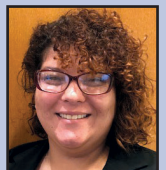
Mindy Anderson

Tuan Nguyen is the new **Financial Analyst** for **Linchris Capital Partners**. Tuan is a recent graduate of Boston University's Questrom School of Business, where he received a BSBA in Finance.



Tuan Nguyen

Alisha Diaz was promoted from Front Office Supervisor to **Front Office Manager** at the **Hotel Providence, Providence, RI**.



Alisha Diaz

Nina Furness has taken on the position of **Restaurant Manager** at the **DoubleTree by Hilton, Rockland, MA**. Nina started out as a Front Desk Agent in Rockland.



Nina Furness

The Hotel 1620 in Plymouth, MA has been busy with a number of new appointments. **Denise Carroll** has been named **Catering Sales Manager**. **Amy O'Neil** is the new **Sales Manager**, returning to the hotel where she worked for 17 years before taking a leave of absence. And **Bernadette Guidetti** takes on the position of **Assistant Banquet Manager**, having previously served as Sales Coordinator.



Denise Carroll



Amy O'Neil



Bernadette Guidetti

Future Hoteliers



Congratulations to **Jessica Dimeo, Housekeeping Inspector at the Holiday Inn Express, Poughkeepsie, NY**, on the birth of her daughter, Willow, who entered the world on May 28 at 3lb 3oz.



We also send out best wishes to **Kele Da Silva, Shuttle Driver at the Holiday Inn, Manchester, NH**, on the birth of her daughter, Flora Da Silva, born June 28 and weighing 6lb 9oz. They are pictured above with father Edson and big sister Flavia.

Wedding Bells



Wedding bells were recently chiming for **Michelle Zillig, Front Office Manager at the Holiday Inn Express, Poughkeepsie, NY**, and her new husband, Chris. They were wed on March 25.

Employee Spotlight:

Jeannine Peagler

In the corporate office, **Jeannine Peagler** has been on both sides of the ledger, so to speak, having the position of **Staff Accountant**.

Jeannine started out her Linchris career in 2007 as the onsite controller for Holiday Inn in Mansfield, MA. It was there that she was tasked to compile the figures for the property on a daily basis, then send up to the accountants at the corporate offices in Hanover, MA.



"I think seeing how both jobs work helps you to understand the process a little easier," says Jeannine, who has been in the corporate office since June of 2015. She enjoys the great team spirit in the home office. "Everyone here is always willing to pitch in and help out," she says.

"Jeannine and I worked closely together for three years when I was a staff accountant and she was a controller for the Holiday Inn in Mansfield so I knew what a hard, organized worker she was," says **Janine Hodge, Corporate Controller**. "When we sold the hotel, I asked her to join our team as a staff accountant and was pleasantly surprised when she agreed. She had been at that hotel for over 20 years so I knew this was a big decision and an even bigger change. Jeannine's hotel knowledge and controller experience helped her transition well into her new position. She has been a great addition to our team and we are glad she made the decision to join us."

Now living in Stoughton, MA, Jeannine says she is an avid New England sports fan, with much of her allegiance going towards the Patriots and Red Sox. She also loves spending time with her niece and nephew when she gets a chance to travel up to see them in New Hampshire.

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staff in pulling everything together, and that the fact that they were a veteran crew and had weathered previous storms, was a major factor.

"I can't say enough about how my team responded, particularly our Chief Engineer, Amanda Fluke, Head Housekeeper, Laquita Spann, and our Front Office Manager, Madison Freeman." Garrett also applauds the dedication of Al Kruger, one of the hotel's engineers. Al refused to evacuate his nearby home and kept Garrett, who was now in Florida, constantly updated on what was going on. "Al was my eyes and ears on the ground," says Garrett.

When the storm had passed, the staff returned to the hotel to find minor damage including a leak in the lobby ceiling and wet carpeting in some of the guestrooms. Within 24 hours, the hotel was operational. Great work by everyone involved!

