

## INSPIRE: LINCHRIS DIRECTORS OF SALES CONFERENCE 2023



The Directors of Sales and Marketing from Linchriss recently had the privilege of attending the Inspire conference, which took place at the Signia in Orlando, Florida. This event brought together the Linchriss sales team for an enriching experience that spanned two and a half days, filled with opportunities for networking, team building, and learning.

The conference allowed these dedicated professionals to exchange ideas, build meaningful connections, and enhance their skill sets, ensuring that they remain at the forefront of the ever-evolving hospitality industry. The event left the Linchriss sales team inspired and motivated, ready to bring new insights and energy to their roles in the company. "It's important that we convene together as a sales community to learn from one another," said **John Argonish, Senior Vice President of Sales and Marketing** for Linchriss.

At the conference, awards were presented to several Directors of Sales. Excellence in Sales was presented to **Nick Fisher**, representing the **Northern New England hotels** and **Hotel Tybee**. Excellence in Digital Marketing was presented to **Brittany Franklin** from the **Inn at**



**Middletown**. Excellence in Revenue Management was awarded to **Katelin LaChance** from the **Sheraton Tampa Brandon Hotel**.

Additionally, the conference debuted the "Lindsay Awards." The "Lindsay Award" is for Hotel of the Year, in recognition of Outstanding Achievement in Sales, Revenue & Marketing. The award, named after Linchriss' cofounder **Mrs. Lindsay Gistis** is given to the #1 hotel falling within one of two categories, "Under 150 Rooms" or "150 Rooms or More".

This prestigious award recognizes achievement in the sales-balanced scorecard of all three criteria. These annual awards celebrate the passion, commitment, resiliency, and creativity of our topline revenue and hospitality leaders. This year, The Lindsay Award was presented to the **Holiday Inn Weirton and the DoubleTree by Hilton Phoenix-Mesa**.

Pictured above are the winners of the 2023 Lindsay Award, Brad Degenkolb of the **Holiday Inn Weirton-Stuebenville Area**, and Gretchen Murry of the **DoubleTree by Hilton Phoenix-Mesa**. Congratulations!

## EMPLOYEE SPOTLIGHT: SHANNON MCNAMEE



**Shannon McNamee** started working at Linchriss in 2006 as a receptionist and was quickly promoted to staff accountant. She followed the Linchriss hallmark of being promoted from within, climbing to Assistant Corporate Controller and today acts as Treasurer and Fund Accountant. Shannon received her bachelor's degree from Framingham State College in Managerial Accounting.

As the Treasurer and Fund Accountant, Shannon oversees Linchriss' cash management and ensures there are sufficient funds available to meet ongoing operating and capital investment requirements. She also handles the Fund accounting, working with the Fund Administrator

and tax team to ensure the quarterly and annual financials are completed. Her favorite part about her job is learning and overcoming challenges that she is faced with daily.

"Shannon and I have worked together for 17 years, and it has been great to watch her grow into this position. She is an integral part of the accounting and finance team. We are lucky to have her," said Janine Hodge, Vice President of Accounting.

In her free time, Shannon enjoys spending time with her family, watching her children's hockey and soccer games and dance recitals. Linchriss is lucky to have employees like Shannon, and we are grateful for all you do!



**Holiday Inn Weirton-Steubenville Area**

2023 Best of the Best from the Herald Star and Weirton Daily Times

**Beach Retreat & Lodge**

The restaurant, the Boathouse on the Pier, received the TripAdvisor Traveler's Choice Award for being in the top 10% of all restaurants worldwide, as did the hotel.

**Beach Retreat & Lodge**

Won 1<sup>st</sup> place at the Tahoe Blue Vodka 11th Annual Bloody Mary Contest.

**Crowne Pointe Inn & Spa:**

Best Spa and Wellness Hotel on Cape Cod by Forbes

10 Best Hotels in Massachusetts to Book This Fall by TheTravel.com

Shui Spa: Silver Winner of the Best of Cape Cod and the Islands by Cape Cod Life

#8 best restaurant to visit in Provincetown



HILTON MEMPHIS



**Tom Goodwin** - General Manager of the Year - Metropolitan Memphis Hotel & Lodging Association



**Bevlyn Malone** - Housekeeping Team Member of the Year - Metropolitan Memphis Hotel & Lodging Association



**Adrion Jones** - Engineering Team Member of the Year - Metropolitan Memphis Hotel & Lodging Association



**Pat Balfour** - F&B Team Member of the Year - Metropolitan Memphis Hotel & Lodging Association

# RENOVATIONS



The **Harbor Hotel** will be undergoing an extensive renovation over the winter! All guestrooms will have brand new bathrooms and new LVT flooring, TVs will be wall-mounted, furniture will be added, the color palette will be refreshed, and RFID locks will be installed. Additionally, the landscaping will be reimagined, the Cabana Bar will be updated, the meeting and lobby space will be completely redesigned, the splash pad will be expanded, and electric vehicle charging stations will be added.

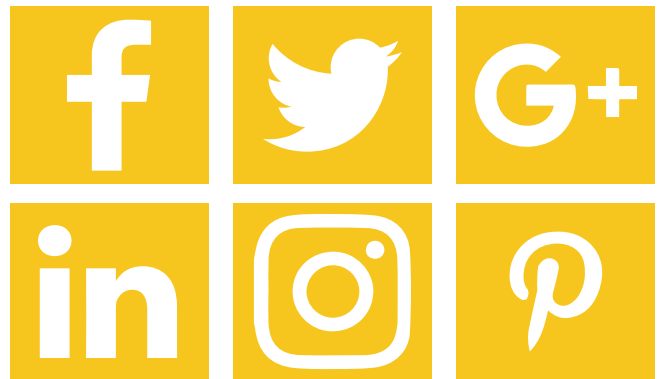


The **Surfside Hotel and Suites** updated all guest room bathrooms with beautiful walk-in showers and completely updated all of their waterfront suites. They look amazing, and their guests certainly agree!

## LIFE SAFETY TRAINING IN ACTION



At the **DoubleTree by Hilton Phoenix-Mesa**, **Tom O'Neill**, Bartender, saved someone's life by performing the Heimlich Maneuver. Thank you, Tom, for your bravery and quick thinking.



# STAY CONNECTED WITH LINCHRIS

## A MESSAGE FROM BOB

I know many of you anxiously await your "Message from Chris" within these pages. It humbles me to say that Chris has passed the torch to me. Although Chris is still a big part of the company he founded as our now Chairman, he thought it best that this message comes from me moving forward.

I have over a year under my belt as President of Linchris and I must say, the time has flown by. I spent many days in 2023 traveling across the country with our Operations Team visiting all of our hotels. I thoroughly enjoyed touring the hotels, attending our business review meetings, and most importantly, spending time with all of you as I took part in our annual Employee General Assemblies. I hope you enjoyed the new format of the assemblies, and we will keep improving upon them moving forward.

One of my trips this year included speaking to our sales leaders at our Directors of Sales Conference in Orlando, Florida. These top line revenue leaders are a driving force behind the success of our properties, and I have personally witnessed their contagious enthusiasm. They and their teams work very hard to bring business to your hotels. But their efforts would be futile if we didn't have a group of enthusiastic professional employees ready to exceed our guests' expectations. I want to thank you for your efforts this year and want to ask you to strive even harder

in 2024 to make an impact on our guests that keeps them coming back time after time. I know I will be giving it my all and I look forward to helping support your efforts.

At Linchris, we strive for continuous improvement, which includes strategic growth. As I write this message, we have two hotels under contract, despite the current economic conditions. My favorite part of acquisitions is what helps support one of our founding principles: growth from within. When I walk through our offices and look at the operations people who support all of you, I am proud to think that nearly all of them came from one of our hotels. The same can be said when I walk through our hotels. So many of you started in different positions and have grown your careers with us. I am amazed that I started as a lounge manager at a Linchris Hotel in Pennsylvania nearly 35 years ago.

I will never forget that Chris Gistis gave me an opportunity so long ago because he saw something in me. He did this for so many others and has changed so many lives. I can promise you that I will continue to carry that spirit on and will never forget that one of my main goals is to help others better themselves.

Have a fantastic holiday season!

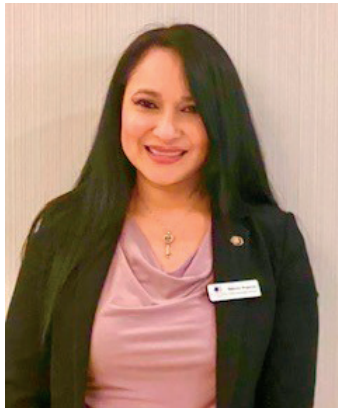
- *Bob Anderson*

# PROMOTING FROM WITHIN

Congratulations to all employees who have recently been promoted from within!



**DANIELLE OTOLO**  
Promoted from Assistant General Manager of the DoubleTree by Hilton Boston-Andover to **Corporate Controller** at Linchris



**BLANCA ARGENAL**  
Promoted to **Food and Beverage Manager** from Banquet Captain at the DoubleTree by Hilton Washington DC Silver Spring



**DAN EVANS**  
Promoted to **General Manager** at the Beach Retreat & Lodge from the DoubleTree by Hilton Ann Arbor North



**TOM GOODWIN**  
Promoted from General Manager of Hilton Memphis to **Area Director of Operations** at Linchris



**LISA JAJACK**  
Promoted from Front Office Manager to **General Manager** at the Best Western Inn & Suites Rutland-Killington



**DENISE WARWICK**  
Promoted from Director of Sales to **General Manager** at the DoubleTree by Hilton Ann Arbor North



**DAVID CORRELL**  
Promoted to **General Manager** at the Holiday Inn Salem from the Best Western Inn & Suites Rutland-Killington



**BRANDON MENASIAN**  
Promoted to **Chef & B** from Executive Chef from the DoubleTree by Hilton Phoenix-Mesa



**ALEX MUZYKA**  
Promoted from Sales Manager at Hotel 1620 to **Financial Analyst** at Linchris



**BEVLYN MALONE**  
Promoted to **Rooms Division Manager** at the Hilton Memphis



**JESSICA SEGURA**  
Promoted to **Front Office Manager** at the Holiday Inn Salem



**JEFF LANG**  
Promoted from Director of Operations to **Vice President of Operations** at Linchris

**YESSICA RODRIGUEZ**  
Promoted to **Executive Housekeeper** at the Holiday Inn Salem

**MCKENZIE WHITE**  
Promoted to **Sales Manager** at the Holiday Inn Salem

**TAMARA SMITH**  
Promoted to **Executive Housekeeper** at the Sheraton Tampa

**STEPHANIE WILLIAMS**  
Promoted to **Executive Housekeeping Manager** at the Hilton Memphis



**Founder's Day of Giving** - On December 4, Linchris celebrated our Founder's Day of Giving, where every hotel participated in a community service activity. The corporate office team volunteered at the Plymouth Boys & Girls Club, while other hotels volunteered their time at local shelters, soup kitchens, and other community events.



**Kelsie Cain, Keisha Bozeman, and Vonsha Williams** from the **Hilton Memphis** sales department supported our commitment to serve by participating in Youth Villages Backpack Heroes. We were excited to support such an important program and setting our communities youth up for a successful school year.



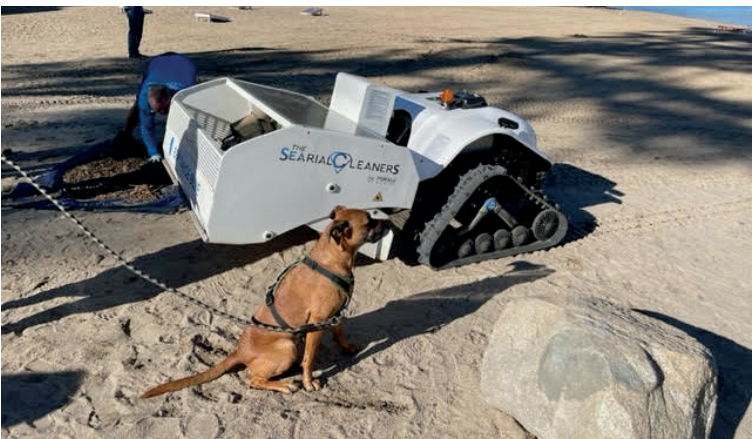
The **Sheraton Tampa Brandon Hotel** held a school backpack drive where they delivered six backpacks stuffed with school supplies to a local school. The backpacks were handed out at their Backpack Heroes Day event to make sure every child was prepared on the first day of school.



The **DoubleTree by Hilton Ann Arbor** team went out to volunteer and support Grace Fellowship Church in their ongoing efforts to fight hunger in the community. The team helped sort and bag food as well as load the trucks heading out to deliver the food to needy families.



The **Inn at Middletown** team volunteered at the St. Vincent DePaul Soup Kitchen each quarter.



**Beach Retreat & Lodge** held a beach cleanup with BeBot the beach cleaning robot.

**Holiday Inn Manchester** partnered with Swim for Change to provide a space to teach underprivileged youth how to swim.

**Michelle Bartley** and **Erica Hendricks** from **Ashworth by the Sea** volunteered for a Seafood Festival with the Hampton Chamber of Commerce.

**Amy O'Neill**, Sales Manager of the **Cape Codder**, has joined the Steering Committee of Keeping Barnstable Beautiful.

The **Anchor In** recently donated their nonperishable breakfast items to a local shelter.

**Macon Marriott City Center** sponsored a classroom throughout the year and donated school supplies to Burdell-Hunt Magnet Elementary School.

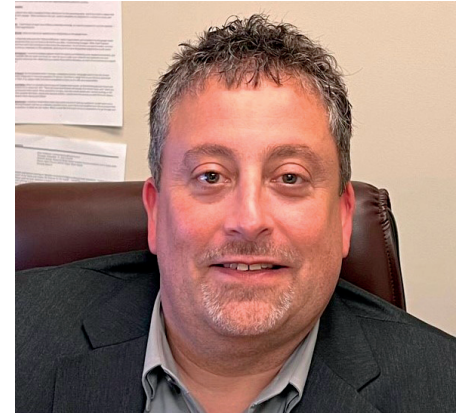
## WELCOME ABOARD



Welcome **Suzanne Foster**, Bookkeeper/  
Accounting Specialist at **Linchris!**



Welcome **Tim Armstrong**, **General  
Manager of The Sandbar Hotel,  
Trademark Collection by Wyndham!**



Welcome **Joshua Lustig**, **General  
Manager of the DoubleTree by Hilton  
Washington DC Silver Spring!**

## FUTURE HOTELIERS



**Owen Kasser**, **Director of Finance  
at Linchris**, and his wife, Catherine,  
welcomed baby Leighton on  
September 25<sup>th</sup>. Congratulations!



**Best Western Inn & Suites  
Rutland-Killington's Ashley and  
Chris Viers** welcomed baby Kenzie  
on January 12<sup>th</sup>.



**Cape Codder Resort and Spa's  
Stephanie Murphy** recently  
welcomed baby Meadow on  
June 1<sup>st</sup>.



**Hilton Memphis's Kelsie  
Cain**, Sales Manager, recently  
welcomed baby Kruze  
Nicholas Echols.

**Michael Mott**, at **Beach Retreat & Lodge**, welcomed his new daughter Mischa into the world this October. Congratulations!

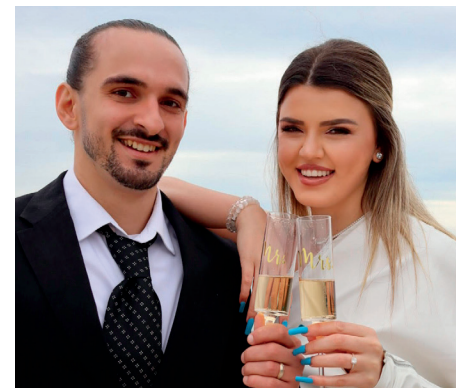
## WEDDING BELLS



**The Sandbar Hotel's Tim Armstrong**  
married his wife Sherrit in Kiawah Island,  
SC on September 8<sup>th</sup>. Congratulations!



**Merissa Holmberg**, Front Desk Agent  
at **Best Western Inn & Suites Rutland-  
Killington** got married on May 5<sup>th</sup> to her  
husband, Travis. Congratulations!



Two **Cape Codder Resort & Spa**  
employees **Tyler Desimone**, Waterpark,  
and **Angie Daci**, Front Office, recently  
married on October 14<sup>th</sup>!