

TRIPADVISOR RECOMMEND PERCENT AWARD

Linchris Hotel Corporation is proud to introduce the **"TripAdvisor Recommend Percent Award"**! This award is an incentive for our hotels to have excellent TripAdvisor reviews – rewarding those that do with a bonus. TripAdvisor has become the public's go-to tool for recommendations on hotels, so their reviews and ratings are critical for attracting guests to our portfolio.

The Corporate team has been reviewing each hotel's TripAdvisor scores for years during quarterly business reviews because of the importance they hold on attracting prospective guests. They collectively decided that the reviews were influential enough to become a company-wide quarterly award. **President Michael Sullivan** said: "At each of our hotels, our mission is to 'relentlessly pursue the highest levels of employee and guest satisfaction,' so this award is perfectly aligned with our focus."

All Linchris hotels are encouraged to score 86% or above, which puts them in the green zone. This is where all hotels should strive to be – exceeding guests' expectations, while possibly qualifying for an incentive. Those with a score between 80% - 85% are in the yellow zone, which is acceptable, but they should have the goal of reaching the green zone by next quarter. The red zone is when a hotel falls below a rating of 80% for two quarters in a row. A Ten Step for Success action plan must be created by the hotel team and submitted to their Linchris Representative, along with a call to corporate. These measures are taken to get the hotel out of the red zone and to improve their TripAdvisor score.

To qualify for incentives, hotels must receive at least ten TripAdvisor reviews in a quarter. The top five hotels receive a \$750 bonus and any property in the green zone will receive a \$200 bonus. **Assistant Corporate Controller Owen Kasser** calculates the zones at the end of each quarter by going through each hotel's TripAdvisor page. He said: "This is a great method to put a monetary award on improving something that matters so much to hotel guests. TripAdvisor is the first place consumers look when beginning their travel planning and comparing hotels." Owen also generates the monthly reports distributed to all general managers, so they know where they rank.

The winner of the first TripAdvisor Recommend Percent Award is the **Hampton Inn Littleton** with an impressive rating of 96.2% and 21 reviews, 18 of which are five-star. Congratulations **General Manager Tracie Parker** and the rest of the Hampton Inn Littleton staff on an excellent rating and numerous satisfied guests! President Michael Sullivan said: "It was obvious that this award meant a lot to both the General Manager as well as the entire hotel team so we believe that it will continue to drive our focus on guest satisfaction. We are looking forward to a friendly company-wide competition in the months and years to come." We hope all the hotels keep up the great work!



GARY NAGLER'S PROMOTION



Congratulations to **Gary Nagler** on his well-deserved promotion to the new position of **Corporate Director of Food & Beverage**. Gary's impressive experience within the food and beverage side of the hotel industry made him the ideal candidate for this position.

Gary joined the Linchris Hotel Corporation in 2015 as the General Manager of the award-winning Inn at Middletown, CT. Before that, he worked for Interstate Hotels & Resorts, Harrison Conference Centers and Hyatt Hotels Corporation holding the positions of Executive Chef, Director of Food and Beverage, Regional Director of Food and Beverage and General Manager. During his previous role with Interstate, he earned multiple awards including Top Sales Performance, Most Consistent Property, Top Food and Beverage Operation and was a finalist for General Manager of the Year.

Currently as the Corporate Director of Food & Beverage, Gary oversees the food and beverage operations for Linchris' entire

portfolio of full-service and select-service hotels. He also keeps the hotels focused on continuously looking at improving the products and services guests are provided with, develops consistent company standard operating procedures, researches future trends in the industry while applying what works at our properties, controlling costs and streamlining expenses to make the food and beverage departments more profitable.

Gary mentioned Linchris' promoting from within hallmark when asked about his promotion: "Promotion from within has to be one of the biggest selling points about working for Linchris. Knowing if you work hard and you are dedicated to the success of not only your property but the company, you will be rewarded. I have seen it time and time again over my four years with the company. Be dedicated to what you do. Work hard and be proud of where you work and know that your efforts will not go unnoticed. I am just one example of many." Congratulations, Gary!

CORPORATE OFFICE PROMOTIONS



From left to right: Owen Kasser, Shannon McNamee, Alan Zhu

Linchris Corporate office would like to announce three recent promotions that reflect the great talent we have within Linchris.

Shannon McNamee has been promoted to Linchris Corporate Office's **Treasurer/Fund Accountant**. She has been a part of Linchris for the past 13 years. Shannon started her career as the receptionist and was quickly promoted to Staff Accountant and then Assistant Corporate Controller. As Treasurer/Fund Accountant, Shannon will be responsible for corporate liquidity, investments and risk management related to our financial activities.

Alan Zhu is our new **Assistant Director of Acquisitions**. He joined Linchris in 2011, previously holding the roles of Staff Accountant, Analyst and Senior Analyst. Alan is responsible for working with sellers and brokers to identify, negotiate and acquire new properties while also being an integral participant in the Linchris Investment Committee.

Owen Kasser was recently promoted from Linchris Corporate Office's Staff Accountant/Analyst to **Assistant Corporate Controller**. He will be identifying and preventing financial performance discrepancies and helping to establish and improve internal control systems to ensure the return on owners' investments are maximized.

Congratulations to all on your promotions! Keep up the great work!

CHIEF ENGINEERS CONFERENCE



Linchris' biennial **Chief Engineers Conference** was held on November 5th and 6th at **Hotel 1620** in Plymouth, MA. Over 30 engineers, corporate representatives and guest speakers attended. Many important topics were discussed over the course of the two-day conference including HVAC training, PTAC training, electrical safety, legionella prevention and chemical safety. A new partnership between Amana and HD Supply was introduced at the conference as well.

Thank you to **Director of Engineering Steve Grundy**, **Assistant Project Manager/Property Manager Nancy Moskowitz** and **Vice President of Project Management John Meunier** for putting together a wonderful conference.

A MESSAGE FROM CHRIS

The last edition of the Linchris Insider placed an emphasis on our long standing tradition of promoting from within and the recent development of the Manager-In Training program. I am so proud to see even more growth within our company in the recent months! Congratulations to Gary Nagler, the new Corporate Director of Food & Beverage, a newly created position within the Linchris Corporate Office. Gary has the skills, qualifications and right attitude for this important position, and I am confident that he will bring our Food and Beverage Operations to the next level. Developing our employees for future career growth is what sets our company apart from the others. It is so important to us, not only because we want the very best talent in our hotels, but because we have a responsibility to positively impact lives – the lives of not only our guests, but our team members as well.

With the holiday season approaching, "positively impacting lives" spans further and wider than just our hotels, and for me, bringing back memories that have turned into company wide traditions. When I was a General Manager, my hotels were deeply vested in giving back to the local community. Although travelers passing through are certainly vital to our organization, our neighbors are

just as important. Part of our job in the hotel industry is to be a positive force within the community – supporting the local citizens and giving back to those less fortunate. I'd like you all to think about how you and your hotel can truly make a difference this season by becoming involved within your local community to help those in need.

For the past decade, Linchris hotels have offered up to three complimentary rooms to the hotels' local hospitals for families of patients who are unfortunately being hospitalized during the holidays. The families are invited to stay the day before, the day of and the day after the holiday. They may spend one, two or three nights – whatever is needed to assist them. This is one of my favorite traditions, as it is so important for those family members to feel taken care of during a difficult time. I hope you all enjoy the season of giving and I wish you and your families a happy, healthy holiday season.

-Chris Gistis

PROMOTING FROM WITHIN



Congratulations to **Mariela Portugal** on her recent promotion to **General Manager** of the **Holiday Inn Miami West-Airport**! Speaking five languages is impressive!



Billy Kimball was promoted from Assistant Chief Engineer to **Chief Engineer** at the **Holiday Inn Manchester**. Well deserved, Billy!



Donna Hatcher was promoted to **Assistant General Manager** at **Hotel Tybee**. She previously held the Front Office Manager position. Congratulations, Donna!



Congratulations to **Michelle Bocuzzo** on her recent promotion from Housekeeping Supervisor to **Executive Housekeeper**! She has worked at **Ashworth by the Sea** for 20 years!

CELEBRATIONS

HOUSEKEEPERS WEEK



The **Sheraton Tampa Brandon** celebrated Housekeepers Week with an ice cream truck! Thanks for all you do, housekeepers!

SHERATON TAMPA BRANDON



The **Sheraton Tampa Brandon** got in the spooky spirit with door and pumpkin decorating contests!

INN AT MIDDLETOWN



The **Inn at Middletown** took a twist on traditional pumpkin carving with a pumpkin painting contest! Managers and line staff created festive and unique pumpkins which will be voted on by their guests.

EMPLOYEE SPOTLIGHT: DEWEY DUFOUR



Dewey Dufour has been working for Linchris for 14 years, starting as the Chief Engineer at the Holiday Inn Salem. Dewey came from a background in construction and Linchris is his first experience within the hotel industry, and with computers. **Dennis Jakubowski Sr., Retired Vice President of Project Management** introduced Dewey to hotel engineering and renovations as **Nick Pancoast, Vice President of Operations**, would train him on the computer for thirty minutes at the end of each workday. Dewey's dedication to learn new technology along with his extensive skillset later earned him a spot on the Project Management team.

"Most Linchris associates recognize Dewey's value to our company based upon his extensive construction experience. In working with Dewey, I have learned that his most valuable talents are an extraordinary ability to solve problems and to get objectives accomplished on time. With these special talents Dewey would be successful in any position; I'm grateful that he chooses to employ these skills as a member of the Project Management team," **John Meunier, Vice President of Project Management** said.

Dewey's job role as a **Project Manager** is to supervise all phases of hotel project improvement plans, or PIPs, including managing budgets up to 10 million dollars. Dewey's unique construction

background combined with his hotel knowledge creates an important balance between finishing projects on time along with minimizing the impact that construction can have on guest experiences – making it the best it can be during a renovation. When asked what his favorite part of his job is, Dewey said: "Making old things look new again."

He was recently responsible for using his problem solving skills during the **Hilton Memphis** extensive multi-million dollar renovation with **General Manager Glen Vuilleumier**. "His ability to create solutions to the numerous obstacles that always complicate the process is tremendous, in addition to working seamlessly with the hotel team day in and out. I look forward to working with Dewey on the next hotel renovation project that may come along my way, as I have learned a great deal from him over the years," Glen said.

Dewey attended St Mary's University in Halifax, Canada where he played Division I football. His passion for football was passed down to his son and many other players as he coached them to a championship. In his free time, Dewey loves riding his Harley and driving his classic 50th edition 2003 Corvette convertible. He also loves barbecuing for his family on his Treager Grill. Keep up the great work, Dewey!

PUPPY LOVE

Best Western Plus-Grand Strand Inn & Suites' Chief Engineer, Amanda Albright, recently adopted a new puppy, who was sick, from one of their long-term stay guests. Instead of the guest having to give up the dog, Amanda and her family took Split in and got him back into super healthy shape!



WELCOME, STUDENTS!

This past summer season, the **Surfside Hotel and Suites** hosted J1 students from Serbia, Montenegro and Kazakhstan. These girls not only worked hard in housekeeping, but they were able to enjoy many of the events in Provincetown such as the 4th of July, Portuguese Festival and Carnival. They are pictured to the right on Carnival Day having a great time and enjoying life in Provincetown, MA. Four of the students will be returning to the Surfside in 2020. Keep up the great work and we are lucky to have you!



MARRIAGES AND FUTURE HOTELIERS

STEPHANIE CAMPBELL

8/23/2019



Stephanie Campbell, Staff Accountant at Linchris Hotel Corporation married her best friend, Barry Kane, on August 23rd at the Peak of Killington Mountain in Vermont. Congratulations Mr. & Mrs. Kane!

APRIL AND BILLY LYNCH

8/06/2019



Two **Holiday Inn Salem** employees, **Front Office Manager April Lynch** and **Kitchen Manager Billy Lynch** welcomed Emberleigh Rayne on August 6th. Congratulations to the both of you!

IKECHUKWU "OBIE" ORANEKWU

8/08/2019



Ikechukwu "Obie" Oranekwu, Maintenance Technician at Hyatt Place Austin Arboretum, welcomed his first son, Obiora Jr. on August 8th. Congratulations!

GIANNI SALTALAMACCHIA

8/26/2019



Gianni Saltalamacchia, Director of Sales at DoubleTree Hilton Andover, and his wife welcomed Giuliana Elizabeth into the world on August 26th. Congratulations!

RICARDO MORENA

10/19/2019



Chief Engineer Ricardo Morena from the **Hyatt Place San Antonio Airport/Quarry Market** and his wife Bianca welcomed Maximus Xavier on October 19th. Congratulations!



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