

Hospitality INSIGHTS

WINTER 2014/2015

A newsletter for the employees and friends of Lafrance Hospitality Company

GALLEY GRILLE RE-OPENS WITH FRESH MENU, UPDATED LOOK

One of the area's "newest" restaurants is one that's actually well established in the Southcoast dining scene. The Galley Grille, part of the Lafrance Hospitality, has a whole new look and a menu geared to customers of all ages. Renovations began on the restaurant adjacent to White's of Westport in July when it was closed and completely gutted to make way for the updated design. The Galley Grille's contemporary look is more in line with the experience diners are looking for today, said **Charlie Fellows**, general manager of White's and the Galley Grille. "People love it," he added. "Especially people who have been coming in for years." The new floor plan offers banquette dining, booths, high-top tables, a cozy fireplace with casual seating and a new granite-topped bar offering an array of draft beers. The design, by Pam Manchester Interiors, also lightens up the interior with a softer color scheme. The roots of the Galley Grille, White's of Westport founders Rita and Aime Lafrance, are also apparent in the design with photos from the couple's early years founding White's Spa 70 years ago, and then relocating to Westport 60 years ago. The Galley Grille was established in 1985 as an à la carte dining site. The updated menu melds customer favorites with new items to appeal to new generations of diners. "Everything here is freshly made on site," said Fellows. "People can expect to find good home-cooked food, fast service and a friendly atmosphere." *Murphy, L. (2014, September 10). The Herald News, pp. D1, D2.*



TEN COUSINS CUISINE LEAVES PHANTOM SMILING



A Westport pizza place — and the town it calls home — were the stars of a Phantom Gourmet segment aired on CBS Boston. The camera crews and anonymous critic rolled up to 977 Main Rd. back in August for interviews, tasting and filming at Ten Cousins Brick Oven. The setting and food apparently left a good impression. "In the food world these days, you hear the

phrase 'farm to table' a lot," the Gourmet said. "But there aren't a lot of pizza places that take the time and effort to source all of their ingredients from local farms. Ten Cousins Brick Oven in Westport is one of those places. "Named for the ten grandchildren of the owner, this family friendly spot has a bright, cheery dining room inside and a fun outdoor space complete with plenty of picnic tables and outdoor games. Since they're surrounded by farmland, Chef/Manager **Nigel Olivier** is constantly cooking with ingredients that are as local as they come, all in a massive wood burning oven." Of that oven, Mr. Olivier said, "It's magical. You just take something, throw it in and you don't even have to wait. You can just sit there and watch the pizza rise and the crust brown. I love it." And since the Ten Cousins team is getting it locally, they're able to keep the food fresh, the portions large and the prices low — something that makes customers quite happy," wrote the Gourmet. "When our customers leave we want them to have three things: good food, a good time, and have a full stomach, and be completely satisfied," (that's four actually) said Chef Olivier. To watch online, search Phantom Gourmet, Ten Cousins. *Burdett, B. (2014, November 1). EastBayRI*

TOWNEPLACE SUITES, WAREHAM, MA MAKE YOUR RESERVATIONS



The TownePlace Suites & Rosebrook Event Center Wareham, is on schedule for a March 2015 opening. The building is now enclosed and ready for a hopefully mild winter. With the landscaping and parking lot work being conducted at the time of this publication, the exterior and grounds will be close to guest

ready ahead of the winter weather. The interior is starting to take shape with framing complete and the painting crews starting to get to work. **Sean Lafrance** is at the site almost daily to assist with the 1001 decisions that are made with a project of this size. The Event Center is adjacent to the hotel and allows guests to access the Center through the hotel or through a main entrance. The Rosebrook will provide food service for cocktail receptions up to 600 people and banquet dining for 300. The views from both the Rosebrook and the Hotel are sure to impress. Those at the construction site in early November, witnessed the flooding of the cranberry bogs and all the bright colors associated with it. There will be an outdoor area overlooking the bogs for wedding ceremonies. Our future brides will just love our newest venue. Finally, the Sales, Marketing and Operations opening task force, meets regularly to plan and execute all the pre-opening activities. Part of this task force includes pre-selling the hotel. **Shelly Perry** has handled the majority of the inquiries related to rooms and event bookings. To date, the hotel has over \$100,000 in advance bookings for rooms and food and beverage. Shelly can be reached at 774.634.2000 / shelly@lafrancehospitality.com



Bob Jackson

NEW FACES & NEW PLACES

LHC is very proud of its tremendous success over the last 60+ years and we couldn't make things happen without the talents and skills of each employee along the way. It's always exciting to add new skills, personalities and experience to our ever growing team. There are lots of new faces and changes happening around LHC and we're excited for what's in store for the next 60 years!



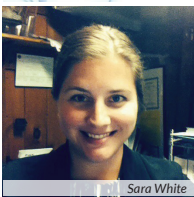
Ron Nassef Jr.

Fairfield Inn & Suites, New Bedford, MA welcomed new General Manager, **Bob Jackson** on September 8th. Bob replaced **Sara Haslam**, who is now enjoying the Sunshine State and managing one of our southern properties, the Homewood Suites, Port Richey, FL. Congratulations to Sara on her big move and a warm welcome to Bob!



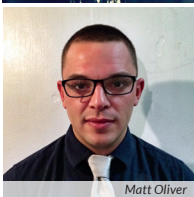
Craig Sylvia

Comfort Inn & Suites, Dover, NH welcomed **Ron Nassef Jr.**, General Manager on August 18th. Ron is off to a great start and we are happy to have him on the LHC team.



Sara White

In the last month, the Restaurant Division has also greeted new faces with exceptional skills and experience to the LHC team. **Craig Sylvia** joins us at Bittersweet Farm Restaurant & Tavern in a Chef position, while new to the front of the house is **Sara White**, Sales & Event Coordinator and **Matthew Oliver**, Front of the House Manager.



Matt Oliver

"Our vision is to be the premier hospitality company by employing the very best people, trained and empowered to deliver a quality product with sensational service to every guest, every time."

VIVA LAS VEGAS!

Mark Turgeon joined LHC in June, taking over the General Manager position at the Holiday Inn Express, Milford, MA. Mark has done a fantastic job in the last four months and we are so glad to have him on the team. Mark recently attended the IHG Conference in Las Vegas with **Tim Burkhardt**. If you haven't met Mark yet please be sure to introduce yourself when you see him.



JEANNE'S FLORIDA JAUNT

This past summer LHC celebrated its employee appreciation week throughout out various locations with outings, daily treats and just many big THANK YOU greetings to our fabulous staff. Our special employee raffle was an inclusive getaway to our newest hotel, the Homewood Suites, Port Richey, FL. Our lucky winner was Westport Hampton's AGM **Jeanne Emard**. The pictures indicate, Jeanne had a fabulous time, enjoying the Sunshine State. As she said recently upon her return, "it was so wonderful to be able to getaway with my husband and enjoy the many attractions of this beautiful area". Jeanne also got to spend time with **Sara Haslam**, who recently



transitioned from our New Bedford Fairfield Inn & Suites, to the Homewood Suites. Jeanne also indicates "Sara is doing an amazing job there".

RECENT STAR EMPLOYEES

Bittersweet Farm

Amanda Bolduc
Taylor Crisostomo



Dover Comfort Inn & Suites

Joyce Scarponi
Darlene Severance
Ester Singal



Dover Hampton Inn

Adelia Chasse
Sandra Seaton



Dover Homewood Suites

Bonnie Russell

LHC Corporate Office

Nick Silvia

Milford Holiday Inn Express

Donna Nichols
James Steele



New Bedford Fairfield Inn & Suites

Kristy Roussell
Colin Thorpe



Plymouth Hampton Inn & Suites

Courtney Boddie
Julie Gilman
Mayra Townsend



Rachel's Lakeside

Chelsea Jolicoeur



Ten Cousins Brick Oven

Alex Mercer
Jake Salva

Waypoint Event Center

Jen Cotoia



Westport Hampton Inn

Paula Anjos
Rachel Armstrong
Maria (Lee) Moniz



White's of Westport

Fabian Richards
Shannon Souza
Justin Thibault



Wilton Comfort Inn & Suites

Nicki Farrington
Albion Tyler
Jackie Tyler



United Way Bowl-O-Rama! LHC participated in the Greater Fall River United Way Annual Kick Off Bowling Event on September 11th. (Sean Lafrance, special guest John Feitelberg, Charlie Fellows, Tyler Carlson, Renee Dufour)

TALES FROM THE CRIB

Amanda Garfield, Hampton Inn & Suites, Plymouth, gave birth on May 3rd to a baby boy named Damon, weighing in at 7 lbs., 3 oz. **Matt Shaffer**, LHC Marketing Manager, and wife welcomed a baby boy named Sawyer on May 8th. On May 22nd, **Mandy Kiendra**, Bittersweet Farm Bartender Manager, and husband, welcomed twins; a boy Cole 6 lbs., 3 oz. and a girl Skye 4 lbs., 12 oz. Best wishes to all!

TAMMY GIVES BACK

Tammy Hutchinson, GM of the Comfort Inn & Suites, Wilton, participated with the "Room to Rebuild" project at the Choice Hotels International Convention in Las Vegas. She gave a quick synopsis below of what was accomplished. *"Tim (Burkhardt) & Ken (Tarara): Thank you for allowing me to be a part of this project. Not only was it nice to meet everyone and share stories while we cleaned and painted; it was also very gratifying. We cleaned and painted the Parson's Place which is an old 56 room hotel on Freemont St. that has been turned into transitional housing for people who were once homeless and who are now trying to find employment and get their lives back. Some of the residents came back before we finished and were so excited to have a clean and freshly painted room. It was a great day and I was thankful for being a part of it."*



Tammy and participants, joined by Steve Joyce, CEO Choice Hotels International

KUDOS TO ALL OF OUR HOUSEKEEPERS

LHC hotels across New England celebrated International Housekeeping Week mid-September. Since 1981, International Executive Housekeepers Association has set aside one week per year for all to focus attention and recognition on the professional housekeepers working in facilities such as hospitals, hotels, state facilities, colleges/schools, and many others who maintain a cleaner, safer, healthier environment for us all each and every day.



PROUD GRANDMOTHER!

Marion Winam, Night Auditor at the Hampton Inn, Westport is very proud of her granddaughter Kacie who was recognized in the Boston Globe for her outstanding tennis skills. Kacie is ranked #1 in New England and #4th in the Nation and Kacie's only an 8th grader at the East middle School in Braintree! We will be watching for Kacie Harvey at Wimbledon someday!



GAME ON CHALLENGE!

LHC wrapped up its latest wellness challenge and it was a blast! Special thanks to Nicky D'Arosca from the Southcoast Healthy Housing & Workplace Initiative (SCHWI) for running the great 10 week challenge. This was a very committed group of LHC employees who logged their food and exercise intake everyday while creating new healthy habits each week. Congratulations to all the participants but especially to our winning team, **Shannon Souza**, White's Banquet Server, and **Nath Ka**, Waypoint Function Manager! When you see any of these folks around be sure to applaud them for all their hard work and dedication. Well done!



TRIPADVISOR.COM 2014 CERTIFICATE OF EXCELLENCE

We are proud to announce that ALL 8 of our hotel properties have been awarded the highest honors from TripAdvisor.com with the 2014 Certificate of Excellence Award! Now in its fourth year, the award celebrates hospitality excellence and is given only to establishments that consistently achieve outstanding traveler reviews on TripAdvisor. Establishments awarded the Certificate of Excellence are located all over the world and represent the upper echelon of businesses listed on the website. When selecting Certificate of Excellence winners, TripAdvisor uses a proprietary algorithm to determine the honorees that takes into account reviews ratings. Businesses must maintain an overall TripAdvisor bubble rating of at least four out of five. Volume and recency of reviews, as well as a business' tenure and popularity ranking are also factored into the algorithm.

MILFORD'S HEARTBEAT AWARD

"I wanted to share with all of you and join me in congratulating the Milford Holiday Inn Express, as recipient of the Celebrate Service Award for this year," said Dan Mareo, Regional Contact from IHG. "The award shows most improvement in service scores for the Milford Express. Best Increase in HeartBeat Score went to **Shannon Mitchell** and her team!"

2014 SCHOLARSHIP WINNERS

The Roland 'Aime' Lafrance Scholarship was recently awarded to two outstanding young men. Brothers, Kyle & Seth Stockford are the sons of **Pat Stockford**, Director of Sales for the Hampton Inn & Suites, Plymouth. Seth attends Wentworth Institute of Technology for Civil Engineering and Kyle attends Mass College of Art & Design. Best wishes to both!



Pat with her sons Kyle & Seth

RECENTLY ENGAGED?

LHC's annual Bridal Fair is scheduled for Sunday, March 1st at Rachel's Lakeside. Join us for continuous fashion shows, multiple grand prizes with values up to \$500, plus over 30 vendors! It's all at Rachel's Lakeside, 950 State Road in Dartmouth. For more info and to pre-register visit: <http://eventsbylhc.com/bridalfair/>



CRANBERRY HARVEST CELEBRATION

A.D. Makepeace Company hosted their 11th Annual Cranberry Harvest Celebration on Columbus Day Weekend, at their headquarters in Wareham, MA. This highly anticipated event has been recognized as one of the top 100 events in North America. Although Saturday was affected by a day-long rain storm, the clear weather on Sunday attracted nearly 20,000 of the weekend's total 25,000 attendees. Visitors were treated to demonstrations of the wet cranberry harvest, cooking demonstrations, food vendors, music, and more. The Marriott TownePlace Suites and Rosebrook Event Center was a sponsor of the event and participated with a booth display to kick start the hotel's marketing initiatives. The booth received a great

response from locals and day-trippers alike! Local businesses are excited for the extended-stay hotel concept as well as the ability to host meetings, catering, and other events. A team of six LHC employees staffed the booth during the weekend and received a few nice leads for company travel needs and event space inquiries.

LAFRANCE HOSPITALITY TEAMS WITH TOYS FOR TOTS

With the arrival of the 2014 holiday season, Lafrance Hospitality is once again teaming up with Toys for Tots to bring Christmas to the less fortunate. LHC is asking those who may be attending a holiday party at any of its facilities to bring a new, unwrapped toy with them. Those who donate will receive a voucher for 2-for-1 dinner in The Galley Grille at White's of Westport. The mission of Marine Toys for Tots Foundation is to "assist the U.S. Marine Corps in providing a tangible sign of hope to economically disadvantaged children at Christmas." Since the early 1990's, Toys for Tots has collected over 64.5 million toys.

COMPANY HOLIDAY PARTIES

For groups of any size, we offer something for everyone! White's, Rachel's Lakeside, Bittersweet Farm and the Waypoint Event Center have some prime dates still available! Check our Entertainment Schedule for open party dates, DJs, dinner theatre, live music and more!

WHITE'S OF WESTPORT HOLIDAY TAKEOUT HEADQUARTERS!

From sides to complete dinners, White's will do it all...except the dishes! To place your Holiday orders call: (508.675.7185), or visit us online for our complete listing: www.EventsByLHC.com

White's of Westport | NEW YEAR CELEBRATIONS | 2 parties featuring GQ & the Lady and GS DJs

LAFRANCE HOSPITALITY | UPCOMING HOLIDAY PARTIES & EVENTS

WHITE'S OF WESTPORT

HOLIDAY DINNER THEATRE & OPEN DJ PARTIES

THE EDWARDS TWINS present a HOLIDAY SPECTACULAR

FRIDAY, DECEMBER 5 | \$49 per person*

Direct from Las Vegas and back by popular demand, 2 brothers, 100 stars performed by celebrity illusionists, The Edwards Twins!

THE PORTUGUESE KIDS "A VERY PORTUGUESE CHRISTMAS"

SUNDAY, DECEMBER 7 | \$39.95 per person*

It's the most wonderful time of the year...Portuguese Style!
This is an 18+ event.

OPEN DJ PARTY featuring MUSIC ON WHEELS

FRIDAY, DECEMBER 12 | \$35 per person*

DJ duo, Pete & Tammy will have you on the dance floor and in the holiday spirit!

*featuring our Holiday Buffet | social 6:30pm/buffet 7:30pm

JOEY & MARIA'S COMEDY ITALIAN WEDDING

SATURDAY, DECEMBER 20 | \$39.95 per person*

Critics have hailed Joey and Maria's as "A blast" and "The wackiest wedding show...not to be compared to the rest!"

BREAKFAST with SANTA & MRS. CLAUS

SUNDAY, DECEMBER 14 & 21

Photos with Santa & Mrs. Claus, face painting, coloring, cookie decorating, a full breakfast buffet and lots of fun!

\$18 adults | \$14 children | \$2 infants



Charlie Hall's DRINK & DABBLE

FRIDAY, DECEMBER 19 | \$40 per person

The award-winning art event where people gather to sip cocktails and try their hand at re-creating a chosen painting - no experience necessary!

A "SOULFUL" Holiday Celebration

SATURDAY, DECEMBER 27 | \$20 & \$25 per person

Ruff & Smooth Band featuring Ivery Bell & Billy Jones (Moment of Truth). Also performing Bernard Fullen from the Legendary Blue Notes.

Dinner not included with these two events.
Please join us in the newly renovated Galley Grille before the show.