

Hospitality INSIGHTS

FALL/WINTER 2012

A newsletter for the employees and friends of Lafrance Hospitality Company

R. CHRISTIAN LAFRANCE NAMED 2012 UNITED WAY CAMPAIGN CHAIR



Every day, The United Way of Greater Fall River sees, in a very personal, heartbreaking way, how this challenging economic time has affected so many people in our community. The United Way of Greater Fall River has a 65-year history of being the area's trusted method for helping those in need. This year's campaign kicked off on September 27th and

the campaign is now in full swing. Lafrance Hospitality's own Christian Lafrance is taking the lead as the 2012 campaign chair. Upon completion of the campaign, it will mark the first time the The United Way of Greater Fall River has been lead by a father and son combo. Christian's father and Lafrance Hospitality CEO, Richard, led the campaign in 1994 and still claims the record for most money raised in a single campaign. Good luck Chris and the entire campaign team.



TEN COUSINS BRICK OVEN

Lafrance Hospitality Company is proud to introduce its newest restaurant, Ten Cousins Brick Oven (977 Main Road, Westport, MA). Located in the former Fred and Ann's building, the restaurant underwent a complete renovation and opened for business in June. Ten Cousins features an Italian made wood-fired oven, a bar, an outdoor patio, flat screen televisions and modern, casual décor. The menu boasts specialty brick oven pizzas, sandwiches, brick oven wings, spinach & crab dip, jumbo meatballs, soups, salads and more. The concept for Ten Cousins was built around the idea that it would be owned and managed by locals, staffed by locals, built and decorated by locals, supplied by local farms and enjoyed by many local friends and families. Ten Cousins is named after the ten grandchildren of LHC's CEO, Richard Lafrance.

RICHARD LAFRANCE NAMED "PERSON OF THE YEAR"

Richard Lafrance was presented with Downtown New Bedford, Inc.'s 'Person of the Year' award at the annual meeting on October 24th. The award is an annual recognition to a person who has made a positive impact in downtown New Bedford. The DNB, Inc. Board of Directors felt that Richard's commitment, foresight and bravery in the financial commitment that he and Lafrance Hospitality took in bringing the Fairfield Inn & Suites to New Bedford is tremendous. Tim Burkhardt, Vice President of Hotels, said "Richard has the ability to see a vision of what something could be compared to how it is today, and the motivation to bring it to life."



HAMPTON WINS J.D. POWER CUSTOMER SERVICE CHAMPION AWARD

Hampton has been named a J.D. Power 2012 Customer Service Champion. To qualify for this elite list, companies must excel within their own industry and must stand out among 800 leading brands in more than 20 major industries. Among the five factors measured, Hampton stands out as a leader in all categories; People, Presentation, Process, Product and Price. The Champions were selected based on customer feedback, opinions and perceptions gathered primarily from J.D. Power's syndicated research between 2000 and 2011. Congratulations to our Hamptons in Westport, MA, Plymouth, MA and Dover, NH!

Have you 'LIKED' us on Facebook?

Find Lafrance Hospitality Company on Facebook to stay up to date on all of our news and happenings!

WELCOME TO THE LHC FAMILY!



Renee Dufour has joined the management team as the Director of Corporate & Employee Relations. Renee has extensive experience in recreation departments throughout the South Coast of Massachusetts, most recently as the Director of Parks, Recreation & Beaches for the City of New Bedford. She holds a Bachelor of Science degree in Physical Education with a concentration in Recreation Administration. She enjoys CrossFit, snowboarding, teaching yoga and eating out. She resides in New Bedford with her boyfriend Mike and her black lab, Ella.



Vic Patel joins us in the capacity of General Manager of the Homewood Suites in Dover, New Hampshire. He comes to us from the Hampton Inn in Portsmouth, NH, where he was also a GM and has previous experience as Operations Manager at Super 8 Motel in Baton Rouge, LA. He was also Regional Service Coach for a management company, where he oversaw service initiative for nine properties and assisted teams in maintaining a high level of guest satisfaction and service standards. Vic attended Louisiana State University, where he started pursuing his hospitality career. Vic resides in Portsmouth, NH with his wife and four year old son.



Jodi Boland has joined the sales team at the Westport Hampton Inn in the capacity of Director of Sales. Jodi has a Bachelor of Science Degree in Hospitality Management/Travel and Tourism from Niagara University. She has prior experience as a Sales Manager for Cambridge Suites Hotel and Sutton Place Hotel Kempinski, both located in Ontario, Canada. Jodi worked as a Sales Coach for Master Connection Associates and most recently has been a Personal Fitness Trainer and Group Exercise Instructor for corporate and private clients. Jodi resides in Barrington, RI with her husband and two sons.

RECENT PROMOTIONS & NEW POSITIONS

Sara Haslam has been promoted to General Manager of the New Bedford Fairfield Inn & Suites. Sara has been acting as interim General Manager since December, and has proved that she has the ability and desire to take on the responsibilities on a permanent basis. Please join us in congratulating Sara and supporting her in her new role!

Millie Corales of the Milford Holiday Inn Express has been promoted to Housekeeping Supervisor. Millie worked at the hotel with the previous owners and we are excited to have her on board in this new role. Congratulations!

Jenney Cataldo from the Westport Hampton Inn has been promoted to Director of Sales at the Milford Holiday Inn Express. Jenney started with us in New Bedford, moved to Westport and now will champion the sales efforts for the Milford property. Good luck, Jenney!

Donna Souza-Lord has been promoted from Sales Coordinator to Sales Manager at the Westport Hampton Inn. Donna has shown a great degree of dedication to the hotel and her position. Feedback from the guest regarding Donna has been excellent and we wish her the best in her new role!

Jackie Tyler, who has been with the Comfort Inn & Suites in Wilton, ME for two years as a room attendant, has been promoted to Housekeeping Supervisor. Congratulations, Jackie, and best of luck in your new role!

RECENT STAR EMPLOYEES

Bittersweet Farm

Mandy Kiendra
Brenden Pacheco
Katie Ronayne



Dover Comfort Inn & Suites

Paul Adams
Kelly Driscoll
Charles Kincaid



Dover Hampton Inn

Mariska Binnendijk
Kayleigh Lovely
Robert Sewall
Meagan Sirois

Dover Homewood Suites

Stacia MacKay
Tricia Michaud
Shauna Powell



Lafrance Corporate Office

Merideth Milliner (2)

Milford Holiday Inn Express

Joaquin Balderas
Millie Corales
Jessica Thibault



New Bedford Fairfield Inn & Suites

Ronaldo Cristiano
Joe Lafrance
Pamela Sousa



Plymouth Hampton Inn & Suites

Maria Aquino
Judy Sandland
Danielle Santos



Rachel's Lakeside

Val Da Costa
Michael Coute
Patrick Lima



Ten Cousins Brick Oven

Marissa Homsy
Nina Kenyon

Westport Hampton Inn

Jenney Cataldo (2)
Ana Perez
Donna Souza-Lord



White's of Westport

Joseph Correia, Sr.
Jen Cotoia
Shelly Ponte



Wilton Comfort Inn & Suites

Carmen Austin
Ben Gardner
Melissa Griffin

TALES FROM THE CRIB

Matt Martin of our Corporate Office and his wife, Rebecca, welcomed their second child, Samuel Paul, on April 6. Samuel weighed in at 7 pounds, 5 ounces.

Congratulations to Dover Hampton Inn Night Auditor, **Travis Guilnette**, and his wife, as they welcomed a new baby boy born on Tuesday, June 19 and weighing in at 9 pounds and 3 ounces. Best wishes to Travis and family.

Best wishes also are in store for **Pam Sousa** of the New Bedford Fairfield Inn & Suites. Pam gave birth to Adam Joseph on June 21. He weighed in at 8.5 pounds and 21 inches.

Amber Tozier of the Wilton Comfort Inn & Suites welcomed a beautiful baby boy on September 29th. Wyatt Joseph Mears was born weighing in at 8 pounds 12 ounces. Congratulations, Amber!

BITTERSWEET FARM GETS A NOD FROM MARTHA STEWART'S BLOG

Bittersweet Farm received a mention on the Martha Stewart Weddings Blog this summer! It featured the centerpieces

from a 2012 wedding. All of our venues have been receiving awesome reviews from our 2012 brides on **The Knot (Rachel's Best of Weddings - 2012 Pick)** and **WeddingWire (Rated '11 and '12)** websites.



"Exceptional locations for any wedding or event, with excellent service, professionalism and attention to detail." - *No one says "I do" like we do, here at Lafrance Hospitality!*



LHC DEBUTS A FRESH NEW "WEDDING LOOK"

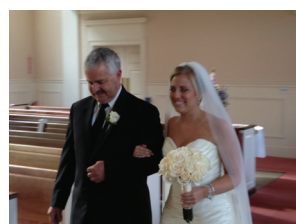
The wedding and events division of the company is transitioning to a new look – another way we are keeping it fresh for the guest. In addition to a new website (www.EventsByLHC.com), which is now live, a new logo was presented at the bridal shows this past Spring.

RECENTLY ENGAGED?

LHC's annual Bridal Fair is scheduled for February 10th at Rachel's Lakeside. Join us for continuous fashion shows by Carmen Fashions and menswear by Slade Formal. There will be multiple grand prizes with values up to \$500, plus over 35 vendors! It's all at Rachel's Lakeside, 950 State Road in Dartmouth. For more information and to pre-register visit: <http://bit.ly/bridalfair2013>

LHC ON THE GO & OTHER NOTEWORTHY NEWS

Tammy Hutchinson, GM of the Wilton Comfort Inn & Suites, attended a Comfort Inn Brand Conference in Vegas...



Tyne (Hagerstrom) Anzels, Sales Manager of the Wilton Comfort Inn & Suites, has tied the knot! The wedding was held on Saturday, June 23, 2012, in a beautiful ceremony. Best wishes for every happiness!...The renovation at the **Milford Holiday Inn Express** is underway, and the pool is complete!...The Dover, NH Sales Team (**Jennifer Lerz** and **Karen Beranger**), **Rick Gray** (maintenance) and **Deb Roy** (GM of the Hampton Inn) received a Certificate of Appreciation from Bryan Lawson of Presidential Communications. The group stayed in Dover Aug. 13-20 and

the Hampton Inn had 25 Secret Service and other members here planning for Obama's visit to Rochester, NH... **Merideth Milliner** (Corporate Marketing Manager) and **Corrie Martin** (Bittersweet Farm) attended the Wedding MBA conference in Las Vegas the first week of October...**Tyne Anzels** (Wilton Comfort Inn & Suites) and **Pat Stockford** (Plymouth Hampton Inn & Suites) attended OMCA in Buffalo, NY...**Tim Burkhardt** and **Shannon Mitchell** (Milford Holiday Inn Express) attended an IHG conference in Orlando, FL...Lafrance Hospitality competed in the Downtown New Bedford Chowder Festival on Sunday, October 7th and was awarded first place for Judge's Choice and second place for People's Choice in the Seafood Chowder competition. LHC offered samples of **Ten Cousins'** Roasted Corn and Crab Chowder.





HOSPITALITY INSIGHTS • FALL/WINTER 2012

White's of Westport • Bittersweet Farm • Rachel's Lakeside • Christian's Catering • Ten Cousins Brick Oven • Waypoint Event Center
Hampton Inn Hotels • Comfort Inn & Suites • Homewood Suites • Fairfield Inn & Suites • Holiday Inn Express

A newsletter for the employees and friends of the LaFrance Hospitality Company

P.O. Box 248 • Westport, MA 02790

www.LaFranceHospitality.com

Visit www.LaFranceHospitality.com and join the ENEWS Signup for our latest news, upcoming events & promotions. Also contact us at suggestions@lafrancehospitality.com for any updates of your own...we'd love to hear from you!

LAFRANCE HOSPITALITY'S • UPCOMING HOLIDAY PARTIES & EVENTS

GALA OPEN DJ PARTIES • Great for Company Holiday Parties!

**WHITE'S OF WESTPORT
GS DJ - SOUND & LIGHT**

Friday, December 21 / \$35 per person

**THE WAYPOINT EVENT CENTER
ProSOUND ENTERTAINMENT**

Friday, December 14 / \$37 per person

All Open DJ Parties and Dinner Theatre Shows feature our Holiday Buffet | 6:30 pm Social | 7:30 pm Buffet/Dancing

HOLIDAY DINNER THEATRE • White's of Westport

**WICKED REAL HOUSEWIVES
OF THE MOB - BOSTON**

Bring your girls, your husbands, your BF, your BFF, your mother in-law and your attitude!

Saturday, December 1
\$39.95 per person (dinner & show)

**THE REAL HOUSEWIVES
OF PONTA DELGADA**

A brand new comedy show starring four of the craziest 'ladies' to hit the stage!

Friday, December 14
\$39.95 per person (dinner & show)

**JOEY & MARIA'S
COMEDY ITALIAN WEDDING**

Critics have hailed this show as "a blast!" You'll leave this interactive show in stitches!

Sunday, December 16
\$39.95 per person (dinner & show)

Breakfast with Santa & Mrs. Claus | Sunday, December 9 & 16

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

\$18 adults | \$12 children | \$2 infants



WHITE'S - HOLIDAY TAKEOUT HEADQUARTERS!

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CELEBRATE THE NEW YEAR IN STYLE - WHITE'S, RACHEL'S OR BITTERSWEET

for a complete listing of all our upcoming entertainment please visit: www.EventsByLHC.com

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