

# Hospitality INSIGHTS

WINTER 2016/2017

A newsletter for the employees and friends of Lafrance Hospitality Company

## LAFRANCE HOSPITALITY ACQUIRES RESIDENCE INN NORTH CONWAY, NH HOTEL

Lafrance Hospitality of Westport, MA announces the recent acquisition of the Residence Inn by Marriott® in North Conway, NH from True North Hotel Group. “Acquiring the Residence Inn in North Conway strategically aligns our company’s growth in destination markets throughout New England,” said **Richard Lafrance**, President & CEO, Lafrance Hospitality. “We are thrilled to expand our presence in New England, and especially in New Hampshire.” **Tim Burkhardt**, VP Hotel Operations, Lafrance Hospitality, states, “The acquisition process went very smoothly. We have retained all staff who were currently employed at the hotel and we are working with them to ensure our acquisition doesn’t affect their position or history with the property.” The Residence Inn by Marriott® North Conway offers sophisticated yet comfortable lodging for both leisure and business travellers. Guests can experience all the comforts of home and much more! The Residence Inn by Marriott® North Conway hotel is conveniently located on the White Mountain Highway minutes from area attractions, shopping, and ski resorts. Walk to Settler’s Green Outlet Village, ride the scenic Cog Railway up Mount Washington or step back in time on the Conway Scenic Railroad. Entertain the family at Story Land, hike the trails of the White Mountain National Forest, or ski miles of slopes at the ski areas and mountain resorts located just a short drive from the hotel. Perfect for both one-on-one and small group conferences, the hotel provides 500 square feet of flexible space with exclusive features to suit business meeting needs. Whether you’re looking for business accommodations or the perfect place to stay with your family, you’ll feel right at home at the Residence Inn by Marriott® North Conway. For reservations or more information, call the hotel directly at 603.356.3024, or visit [marriott.com/pwmcw](http://marriott.com/pwmcw).



## COURTYARD, LITTLETON, MA

It was a bright, sunny day in Littleton, MA on Tuesday, June 14th when we celebrated the opening of our newest Massachusetts hotel, Courtyard by Marriott®. Many local business leaders, residents and friends attended the early evening cocktail party enjoying

tastes from The Bistro and S Bar (located in the lobby) and beverages by the patio fire. Congratulations to all of the Littleton Courtyard by Marriott employees for pulling off such a memorable opening event.



## FAIRFIELD INN & SUITES, PLYMOUTH, NH

The Fairfield Inn & Suites by Marriott® in Plymouth, NH successfully opened on Tuesday, August 23rd! General Manager, **Doti Acres Gath**, and her team did a phenomenal job preparing the property for an on-schedule opening. The hotel offers convenient access to Plymouth State University, Polar Caves, White Mountains Attractions including Loon Mountain Resort and Waterville Valley Resort, and proximity to the Lakes Region of New Hampshire.



## CONGRATULATIONS MATT SHAFFER!

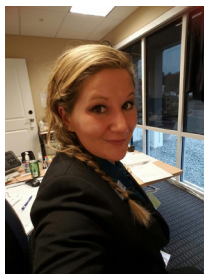
At a celebratory ceremony June 16, Cape & Plymouth Business Magazine honored the 2016 winners of its 40 Under 40 Awards at the Sea Crest Beach Hotel in Falmouth, MA. The awards spotlight the region's top young business leaders who excel in their industry and show dynamic leadership. At the event, opening remarks were made by John Fulone of The Cooperative Bank of Cape Cod. The emcee for the evening was comedian John Turco. Congratulations to our own **Matt Shaffer**, Marketing Director for being honored as one of this year's recipients!



## WELCOME ABOARD & WELCOME BACK!

Welcome, **Molly Mulholland** to Lafrance Hospitality as the General Manager of the Homewood Suites in Dover NH. Molly joins us from Shaner Corporation where she held the position of GM of the Holiday Inn Express in North Andover / Lawrence. Molly's years of management and hotel sales experience are a welcomed addition our team. She resides in nearby Manchester, NH. We also welcome **Doti Acres Gath**, General Manager of the NEW Fairfield Inn & Suites in Plymouth, NH. Doti joins us from the Fairfield Inn in Concord, NH where she also held the position of GM. Doti has worked in the Greater Lakes Region in multiple roles for 15 years, 9 of them being with a Marriott hotel product. Doti resides in nearby Belmont, NH. **Greg Welford** joined the Plymouth, NH team as the Sales Manager. Greg spent the last 6 years at Waterville Valley as the Sales Manager and he is deeply rooted in the Plymouth, NH community. Greg lives in Campton with his wife and newborn daughter.

We welcome back **Sara Haslam** to the northeast corner of the country after spending the last two years managing our sister property, the Homewood Suites in Port Richey, FL. Sara is now the General Manager for the Residence Inn, North Conway, NH. From the sunny beaches of westcoast Florida to the mountains of New Hampshire, Sara has made her way back home to New England. Welcome to all!



## CONGRATULATIONS DARALYN

Congratulations to **Daralyn Covell** on her promotion from Housekeeping Supervisor to Assistant General Manager of the Marriott TownePlace Suites in Wareham. Daralyn was part of the initial group hired prior to the opening of the hotel in early 2015. She was hired as Housekeeping Supervisor while having previous experience as Front Office Manager. Daralyn was instrumental in the preopening activities and has done a fantastic job with her team in Wareham. When last checked, the hotel was number 3 out of all TownePlace Suites for Guest Satisfaction. We look forward to seeing Daralyn's contribution to the success of the hotel in her new role and added responsibilities. Great job Daralyn on a well-deserved promotion!

## CAUSE FOR APPLAUSE!

These employees have raised the bar this past year and it was noticed by their peers and managers. Nominees and winner of Cause for Applause not only do what's expected of them at 100% effort but they go above and beyond typical expectations to 'WOW' our guests.

### Chelsea Benoit

The Galley Grille - Westport, MA

### Alice Elwell

Hampton Inn & Suites - Plymouth, MA

### Eliete Cruvinel Magalhaes

Hampton Inn & Suites - Plymouth, MA

### Nate Davis

Bittersweet Farm - Westport, MA

### Maria Delourds Dias

Hampton Inn & Suites - Plymouth, MA

### Nicole Doucette

Homewood Suites - Dover, NH

### Jack Faria

Bittersweet Farm - Westport, MA

### Alexis Ferland

Bittersweet Farm - Westport, MA

### Patrick Hawes-Defrias

White's of Westport - Westport, MA

### Karen Lafrance

Hampton Inn - Westport, MA

### Lucy Lugo

Fairfield Inn & Suites - New Bedford, MA

### Sofia Medeiros

White's of Westport - Westport, MA

### Meghan Morrow

Holiday Inn Express - Milford, MA

### Karen Muentes

Hampton Inn & Suites - Plymouth, MA

### Tyler Page

Rachel's Lakeside - Dartmouth, MA

### Mike Rebello

White's of Westport - Westport, MA

### Shannon Souza

White's of Westport - Westport, MA

### Mark Watkinson

Hampton Inn - Westport, MA



## BABY NEWS

**Carla Lewis** (Bittersweet Farm, Event & Sales Manager, Westport, MA), and husband Jay, welcomed a baby boy, Jackson Robert, born on July 26th. Baby Jackson weighed 8 pounds, 4 ounces. On September 11th, **Greg Welford**, (Fairfield Inn & Suites, Director of Sales, Plymouth, NH), and his wife Joleen, welcomed baby John Gregory, weighing in at 7 pounds, 3 ounces. Best wishes to all!



Jackson Robert Lewis

John Gregory Welford

## BOSTON BUSINESS JOURNAL NAMES LAFRANCE HOSPITALITY #3 LARGEST VETERAN-OWNED COMPANY IN MASSACHUSETTS

Lafrance Hospitality Company was recently recognized as the #3 largest Veteran-Owned Company in the state of Massachusetts by Boston Business Journal. The top 2 companies were The Herb Chambers Companies and Apollo Security International Inc., respectively. This is the second time the BBJ published the list and the first time that Lafrance Hospitality Company has been recognized as a veteran-owned business. **Richard Lafrance**, President/CEO, served in the United States Army from 1969-1971 attaining a Specialist E-5 rank. When asked what aspects of his military career have most influenced the way he operates his business, Richard Lafrance replied, "The Army stresses the importance of discipline and focus, two traits that I rely on daily. When you operate businesses that are open daily, and many 24/7, the importance of discipline and focus in your actions affect every employee, every guest, every day." Lafrance Hospitality Company currently employs over 600 employees.

## HAPPY 10 YEARS PLYMOUTH, MA!



Our Hampton Inn & Suites, Plymouth, MA hotel celebrated their 10th Anniversary on August 30th. The staff and in-house guests were treated with cake and other goodies to celebrate the milestone. Kudos to General Manager **Silvia Muentes-Lopez** and the entire staff for their hard work and loyalty!

## ROLAND 'AIME' LAFRANCE SCHOLARSHIP WINNERS 2016!

We are excited to announce the 2016 scholarship award winners **Alexa Isabel**, (White's of Westport) and **Kevin Newell**, (Hampton Inn, Westport). Alexa and Kevin were joined by their families on Monday, June 13th to receive their much deserved recognition at the 21st Annual Fall River Scholarship Committee Awards Banquet, along with guest speaker,



Gov. Dukakis with Charlie

Alexa, Charlie & Kevin

former Governor of Massachusetts, Michael Dukakis. Alexa is a 2016 graduate of Durfee high School and now attends the University of Rhode Island to study Physical Therapy. Kevin graduated from Old Colony Regional High School in 2012 and is currently a student at UMass Dartmouth, majoring in English and Philosophy.

## EMPLOYEE'S SPECIAL "NATIONAL BOSS DAY" TRIBUTE

Kudos to our "boss", General Manager **Tammy Hutchingson**, for everything she does for us! She strives for workplace excellence and makes all of us feel like we're part of a team. We couldn't be more appreciative of her ethics, attitude, and drive for success. Congratulations Tammy and thank you WMTW-TV for helping us recognize such an



inspiring role model! Just in time for #NationalBossDay! It's not called the Comfort Inn for nothing. Hear from an employee in Wilton, ME who says her general manager helped change her life: <http://wmtw.tv/618488Ed8>



### THANK YOU FOR DRINKING PINK

During October's Breast Cancer Awareness Month, our Drink Pink promotion raised \$400, which we have donated to the Breast Cancer Research Foundation.

THANK YOU AGAIN FOR YOUR SUPPORT!

BITTERSWEET FARM | THE GALLEY GRILLE  
TEN COUSINS BRICK OVEN

### LHC 2017 BRIDAL FAIRS | SAVE THE DATE!

RACHEL'S LAKESIDE - SUNDAY, FEBRUARY 26 (Dartmouth, MA)  
ROSEBROOK EVENT CENTER - SUNDAY, MARCH 26 (Wareham, MA)

## HOTEL MANAGER'S MEETING

The Westport Yacht Club hosted our quarterly hotel manager's meeting on September 8th. General Managers and Sales Managers from each hotel got together for a half day of meetings and a half day of fun. Although the weather was spotty it was nice to have the group together and to celebrate their successes from a busy Summer travel season!



Fun times on the Westport River with Captain Ross



## LHC GIVES BACK TO THE COMMUNITY

LHC was the proud co-sponsor for the sold out Tom Rush concert at Westport River's Vineyard on Saturday, July 16, celebrating the Westport River Watershed Alliance's (WRWA) 40th Anniversary. Tom Rush, now celebrating his 52nd year on stage, helped shape the folk revival in the '60s and the renaissance of the '80s and '90s, his music having left its stamp on generations of artists. The night's fantastic celebration honored the WRWA and their efforts in protecting, sustaining, and celebrating the Westport River and its watershed since 1976!

## FAN MAIL

**RACHEL'S LAKESIDE:** First and foremost I want to thank Lafrance Hospitality for your generous donation. Also, I want to tell you that we were very pleased with the staff at Rachel's Lakeside who helped make our event run smoothly. Sherri and Becca were wonderful to work with. They were very accommodating, professional and such an asset. Also, the entire staff were exceptional as well. As I walked around to the various groups to people in attendance they were very complimentary about the food and well satisfied. Thank you again for helping us make our event such a success. We look forward to working with you again. -Gail Furtado (Forever Paws Animal Shelter)

## WHITE'S OF WESTPORT | UPCOMING HOLIDAY PARTIES & EVENTS

### "ULTIMATE UGLY SWEATER PARTY"

FRIDAY, DECEMBER 2\* | \$39 per person

Join **DJ Jason Mello** and pull out your worst winter wardrobe. Featuring Ugliest Sweater Contest, Photo Booth & much more!

### THE EDWARDS TWINS present a HOLIDAY SPECTACULAR SUNDAY, DECEMBER 11 | \$49 per person

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

### "CHRISTMAS WHITEOUT PARTY"

FRIDAY, DECEMBER 16 | \$39 per person

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

### THE PORTUGUESE KIDS "A VERY PORTUGUESE CHRISTMAS" SUNDAY, DECEMBER 18 | \$49 per person\*

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

above parties feature our Holiday Buffet | social 6:30/buffet 7:30pm  
\*Ultimate Ugly Sweater Party located at Rachel's Lakeside

### PAINT NITE® - A new kind of night out!

THURSDAY, DECEMBER 1 & 15 | \$45 per person

Paint Nite® invites you to create art over cocktails, guided by a professional artist and party host. Grab your friends and flex your creative muscles!

### BREAKFAST WITH SANTA & MRS. CLAUS

SUNDAY, DECEMBER 11 & 18

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

**\$19 adults | \$15 children | \$2 infants**



COUNTDOWN TO 2017!

## WHITE'S OF WESTPORT NEW YEAR CELEBRATIONS

**DECEMBER 31 | NEW YEAR'S EVE BASH**  
2 Parties - featuring: Image Band or GS DJ's!  
Prime Rib Buffet, noisemakers, champagne,  
Post-Midnight Chinese Buffet - \$65 per person

**JANUARY 1 | CHAMPAGNE BRUNCH BUFFET**  
\$30 Adults | \$16 Children

HAMPTON INN OVERNIGHT PACKAGES AVAILABLE