

Hospitality INSIGHTS

SPRING 2008

White's of Westport
Bittersweet Farm
Rachel's Lakeside
Hampton Inn Hotels
Comfort Inn & Suites

A newsletter for the employees & friends of the Lafrance Hospitality Company



The Farmington/Wilton, ME Comfort Inn & Suites (86 rooms) opens in June 2008



The Dover, NH Homewood Suites (88 rooms) opens in October 2008

*Bittersweet
Farm*

SUCCESS IS 'SWEET!'

Bittersweet Farm Restaurant & Tavern will be **TEN** on April 12, 2008! We would like to thank all of our loyal guests, who have made that possible. You

have told us when we did well and helped us to continually improve. Loyal guests, combined with terrific staff equals an unbeatable combination. We promise not to rest on our laurels and to continue to work to make Bittersweet Farm Restaurant and Tavern a terrific dining experience – every time!

THE MAINE INGREDIENT!

Tremendous progress has been made on our newest hotel venture, the Comfort Inn & Suites of Wilton/Farmington, Maine. The hotel is located in the Western Mountain and Lakes region of Maine. The area boasts summer and winter recreational activities to please everyone in the family. The hotel will have all of the amenities that we look for in a limited service facility – indoor pool and spa, fitness center, Hot Comfort Sunshine Breakfast, wireless internet, and many other amenities. We originally expected a mid-June opening, but now anticipate June 1. We can't wait!

DOVER BOUND AGAIN!

Good progress is being made, also, on the brand new Homewood Suites of Dover, New Hampshire. This hotel is a joint project of Lafrance Bowden Hospitality - the same partnership that brought the Hampton Inn to Dover! It is expected that this extended stay-type hotel will meet the needs of the business or leisure traveler to the area who intends to stay longer than a few days. When in the Seacoast area of New Hampshire, let us host your stay!

WEDDINGS - HERE, THERE & EVERYWHERE!

Our annual Bridal Fair was also held at Rachel's Lakeside, on Sunday afternoon, February 24. This is an exciting event, each year, and celebrates one of the happiest milestones in a couple's life. The bridal fair featured vendors of all things bridal, from cakes to wedding gowns, and everything in between. Weddings are a big part of life at Lafrance Hospitality and we love that we can have them here, there, and everywhere! In other words, we host weddings at White's of Westport, Rachel's Lakeside and Bittersweet Farm Restaurant & Tavern. Additionally, we are receiving more and more requests for Christian's Catering to take the wedding to non-traditional venues; such as the Roger William's Park Casino, the New Bedford Whaling Museum, Newport Mansions and often your own yard makes a wonderful location. We love that we offer sensational settings to people during these happy times, with pre-nuptial dinners and post-nuptial brunches. Our experienced event planners take pride in assuring that no detail goes unnoticed.



OUTSTANDING INSPECTION!

“I bring forth news from America’s Hometown. I am extremely pleased to announce that the Hampton Inn & Suites in Plymouth MA received its’ first outstanding inspection. I would like to thank the entire staff for all of their hard work, with a special thank you to Jennifer Hartley who put in many hours inspecting rooms to insure us this outcome.”

Wayne Reid, G.M., ‘The Outstanding Hampton Inn & Suites, of Plymouth, MA.’

MORE OUTSTANDING HOTEL NEWS...

Comfort Inn & Suites of Dover, has just shared their most recent quarter Quest Insight System Scores that come through Choice - and - they have the highest scores that they have ever achieved! As we all know, that means that everyone is on their toes! Congratulations to everyone!

WELCOME TIM BURKHARDT!



After a nationwide search, we are pleased to announce the appointment of Tim Burkhardt to the position of V.P. – Hotel Operations. Tim, who resides in Sutton, MA, with his family, is a graduate of Johnson & Wales University. Beginning his career in the late 80’s while

pursuing his education, Tim has worked in all aspects of the hospitality business. Like many of us, he has worked in full service restaurants and entertainment venues. He recently completed over 15 years of service with Fine Hotel Company, most recently as General Manager of the 227 room Hampton Inn at Logan Airport. Tim’s duties are wide ranging and we look forward to his guidance and leadership as we continue our growth.

WELCOME PATRICIA STOCKFORD!



We welcome Ms. Patricia Stockford, who has joined our hotel division in the role of Director of Sales, for Plymouth Hampton Inn & Suites. Pat joins us with strong experience with both Clarion and Radisson flags, and having both business and leisure guest experience. Pat’s achievements include having been a member of

the Presidents Circle for excellence in sales performance for 3 consecutive years, having been recognized as Salesperson of the Year among 14 Sheraton Tara hotels, and also recognized as the top performer for Remington Hotels for 6 consecutive years. Pat’s educational background includes coursework at both Johnson & Wales and Northeastern University. Pat lives in Brant Rock, MA with her two sons Seth (14) and Kyle (12) Welcome and best wishes, Pat!

EMPLOYEE SPOTLIGHT

Marilize Venter - Galley Grille - Waitstaff/Hostess - Lisa is one of our favorite imports! Her beautiful, lilting accent is a product of South Africa, and her beautiful personality works magic on all the guests. Charlie Fellows, Lisa’s nominator for STAR of the Quarter Honors, wants us to know that Lisa is not only all of those



things, but she is talented and flexible – in that she is just as comfortable in a hostess role as in server. Lisa’s primary goal is the satisfaction of the guest and she is attentive to each person’s needs. Lisa is a role model – and a model employee! Keep up the good work Lisa!

TALES FROM THE CRIB!

Sarah Andrade (age 15 mos) takes great pride in announcing the birth of her new best friend - and brother, Jack! Sarah and Jack’s grandparents are Ray and Denise Andrade, of White’s. Their father, Mike, is a former employee, having worked in White’s kitchen, himself. Best wishes to the whole family!

GIFT CARDS

“Give the Gift of Fine Dining!”

V.I.P. AND INN CLUB PARTY!

The annual V.I.P. and INN Club Party was held at Rachel's Lakeside, this year, on Monday, February 11. The theme was "Winter Wonderland." Members of the Lafrance Hospitality Family took the opportunity to thank our very best customers, and guests, as well as loyal business customers, without whom we would cease to be, as a company. We all relished taking the time to speak with each guest and enjoy their company. Although this is our annual opportunity to thank these Very Important Patrons, we try never to let an opportunity go by to thank our guests for their business, and friendship.



JOIN US FOR THE POOL PARTY!

The renovations at the Westport Hampton Inn are moving right along. When complete, the hotel will be 'better than new!' For starters, the guest rooms are all receiving a face-lift. The lobby area and kitchen will be completely renovated, we are adding a guest laundry, adding a boardroom, expanding the business center and the fitness center, and – best of all – there will be a new pool and spa area! Be sure to stop in and see our beautiful 'new' hotel. Work should be completed by June 2008.



Our most Recent STAR Employees

- ★ **Bittersweet Farm**
Kathy Garifales | Susan Gomes
- ★ **Fairhaven Hampton Inn**
Pam Blair
- ★ **Rachel's Lakeside**
Val DaCosta
- ★ **Plymouth Hampton Inn & Suites**
Nancy Salazar
- ★ **Westport Hampton Inn**
Karen Lafrance
- ★ **White's of Westport**
Sean Aguiar | Marilize Venter



Our 2007 STAR Employees were recently honored at a dinner at White's.

(pictured - Front Row left to right - Kathy Garifales, Pam Blair, All-STAR Rita Lafrance, Susan Gomes, M. Fatima Dean; Back Row - left to right - Julie Gilman, Debra Bregy, Renay Santos, Nancy Crowther, Karen Lafrance, Patti Lou Valcourt, Jeanne Emard, Val DaCosta, Nancy Salazar and Shannon Mitchell)



RENAY IS CERTIFIED!

Renay Santos recently traveled to Memphis, TN, for sales training and has completed her post-class requirements. She is now officially Hampton Sales Certified. Congratulations are in order!



The Galley Grille concept has been a welcome addition to the Lafrance Family of restaurant dining. The Grille is visited by more and more people who enjoy a relaxed dining experience with a varied menu. There is truly something for everyone! Be sure to stop in any evening for the evening special – and, enjoy live entertainment on Fridays.

ON THE GO...HERE & THERE

Eric Lafrance just completed his 3rd marathon in Los Angeles... **Jeff Pineault CFO & Craig Holmes** of the Dover Comfort Inn & Suites will be attending the Choice Conference in Las Vegas this April... **Sean Lafrance & Tim Burkhardt** will be attending the Homewood Suites Conference in Dallas this coming May...



Morning Radio Celebrities! Chef **Craig Bazinet** of Bittersweet Farm, **R. Christian Lafrance**, **Charlie Fellows & Charlene Jarest** (not pictured) promoting the restaurants, live on **WSAR and FUN107**



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A newsletter for the employees & 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 HOLIDAYS & DINNER SHOWS



MOTHER'S DAY
Sunday, May 11

Brunch
or Dinner

Family
Tradition



FATHER'S DAY
Sunday, June 15

White's of Westport 508.675.7185
Bittersweet Farm 508.636.0085

JOEY & MARIA'S
"HAWAIIAN HONEYMOON MURDER"
Friday, March 28 | Rachel's Lakeside

BEANTOWN COMEDY SHOW!*
Saturday, April 19 | White's of Westport

JIMMY & JENNY'S
"WACKY REDNECK WEDDING"
Saturday, May 10 | White's of Westport

DEATH BY DISCO! - MURDER MYSTERY
Friday, June 13 | White's of Westport

JOEY & MARIA'S
"COMEDY ITALIAN WEDDING"
Saturday, July 12 | White's of Westport

MIXED NUTS CABARET!
Saturday, August 2 | White's of Westport

Dinner Shows are \$35.95 per person | *Comedy Show is \$15 for show only

LIVE ENTERTAINMENT
THE GALLEY GRILLE every Friday
BITTERSWEET FARM every Thursday, Friday & Saturday
see our schedule online at: www.LafranceHospitality.com

SUMMER CONCERT SERIES
Featuring such tribute bands as AC/DC, Carlos Santana, Van Halen,
The Rollings Stones & Led Zeppelin! Call White's for details: 508.675.7185

GRADS LOVE WHITE'S OF WESTPORT OR BITTERSWEET FARM