

HOSPITALITY INSIGHTS

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

FALL/WINTER 2009



Groundbreaking in New Bedford

Many dignitaries were on hand August 13, 2009, for the official groundbreaking ceremony for the new Fairfield Inn & Suites by Marriott, which Lafrance Hospitality is developing in the city of New Bedford – right on the waterfront. Along with New Bedford Mayor Scott Lang, Senator Barney Frank, Senator Mark Montigny and many others, Richard told the crowd that we were all looking forward to a presence in the city, expressing enthusiasm and optimism that the economic turnaround would positively impact the hotel and the city. He also thanked the many different constituencies who worked and compromised to make the project feasible.

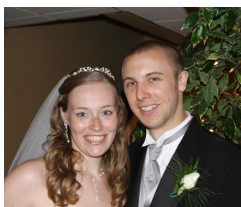
Welcome Melissa Chase!

Ms. Melissa Chase has joined the Dover Sales Team in the position of Regional Director of Sales for the Dover Hotels. Most recently, Melissa lead the sales team at the New England Center Hotel, University of New Hampshire, in Durham. She brings a wealth of both sales and market specific knowledge, and we welcome her!



Love is in the air!

Saturday, June 27th, was the day, our very own, Elizabeth Sullivan and Henry Valois joined their lives together. The reception was held at beautiful Rachel's Lakeside! We always find joy in seeing members of our Lafrance Hospitality Family greet the special moments in their lives. Best wishes to the happy couple! (Elizabeth is a Sales Manager for the Franklin Hampton Inn)



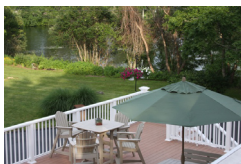
More Wedding Bells!

Congratulations to Bittersweet Farm Bartender Melissa Green who tied the knot to Jared Arruda at the Linden Place in Bristol Rhode Island on September 20th. And who did Melissa choose to cater her wedding? That is correct for those of you who guessed Christian's Catering. It was a perfect day for the wedding and it was nice to see so many Bittersweet Staff members in attendance. Congrats to Melissa and Jared and good luck in the future.



Deck this Out!

Rachel's has a new 1,000 square foot deck attached to the Bellagio Room at Rachel's Lakeside. This amenity will overlooks the water and makes the setting for weddings and social gatherings even more spectacular. *If you haven't seen it yet, check it out at our Annual Bridal Fair, Sunday, February 7, 2010!*



Tales from the Crib...

Welcome Benjamin Colin Martin! He is the son of Matt Martin, LHC Senior Accountant. Benjamin is also the handsome son of beautiful Momma (and former staff member at Bittersweet) Rebecca (Bell) Martin. Benjamin arrived on August 20, 2009, and he weighed in at 7.7 pounds and 20.5 inches tall.

Community Cares Books - On Sale Now!

The LHC Community Cares program, now in its twelfth year, is now in a coupon format. The coupon format makes the discounts easier to read and allows us to have staggered expiration dates for the different discounts. LHC is extremely proud of the program, which has generated over \$250,000 for the recipient organizations since its inception! The booklets are available from United Way agencies throughout the area. The are also available in our Booking Office at White's and cost just \$10. The booklet has over \$500 in discounts and benefits and the make great stocking stuffers! Buy yours today!

WHITE'S IS YOUR TAKEOUT HEADQUARTERS

from Meat Pies to the "ORIGINAL" Complete Turkey Dinner, no one does it better!

Call White's 508.675.7185 to place your takeout orders.

Complete menu is available online: www.LafranceHospitality.com

Lafrance Family Wins Community Excellence Award!

The Family Business Association announced that the Massachusetts Family Business Awards' highly prestigious "Community Excellence Award" for 2009, goes to the Lafrance family of Lafrance Hospitality. The award for the philanthropic/community business of the year was presented to the family at the annual awards dinner on October 15th, in Boston, MA. The family prides itself that family and non-family members of the company are community minded, serving on upwards of 30 community boards; and have chaired United Way and other community based capital campaigns, served as presidents of service clubs such as Rotary, Lions and Exchange and annually volunteer hundreds of hours to community projects. The "Community Cares Coupon Program", created by Richard Lafrance and co-sponsored by Pepsi, WSAR and East Bay Newspapers, is in its twelfth year. It is estimated that during its' lifetime, the Community Cares program has returned over \$250,000 to local worthy charities. In addition to the above, the family gives scholarships and other donations. Several years ago, the family gave a major gift to the United Way, which started the Lafrance Family Westport Services Fund. "We are most proud of this particular award," said Richard Lafrance, on learning of it. "Being recognized for the things we really care about is 'icing on the cake!'" he went on to say.



Award Winning Chowder!

For those of you who have not heard the good news, we were voted Best Chowder at the Downtown New Bedford Inc Chowder Festival that was held on Sunday September 13th. We won first place in the prestigious Judges category. A big thanks goes out to chowder maker Greg Jasinski and our booth team of Susan Gomes, Tyler Carlson, Sean and Eric Lafrance. We will be back to defend the crown next year.



Judy Aguiar Wins "Spirit of Hampton" Award!

Our very own "Judy-from-the-front-desk" Aguiar (Fairhaven Hampton Inn) returned from Florida to discover that she was the most recent "Spirit of Hampton" winner. The announcement was made on a national conference call in front of Spirit of Hampton winners and many, many others. Judy, nominated by her supervisor, Shannon Mitchell, was recognized for her outstanding guest service empathy and compassion. One of the examples included the time that Judy took a family that had been burned out of their home and were staying in the hotel, to her home for Thanksgiving dinner. In addition to the substantial recognition, Judy received a check for \$350.00, a plaque for herself and the hotel, a lapel pin, and 'something in the mail every other month' – all this and Judy will be featured on the "Spirit of Hampton" Poster, for this year. Our heartfelt congratulations, Judy!



Promotions from the Southcoast to the Seacoast

Debra Roy began her hotel career as breakfast host/room inspector. She was promoted to Housekeeping Supervisor in 2008 and now General Manager!

Ashley Chaunt has been promoted...again! Ashley Chaunt began her LHC career as an Intern in the Accounting Dept., in 2004. She later stayed on with us part time, earning a promotion to Payroll Coordinator, in 2007, Ashley has just received her B.S. in Finance, with an Accounting minor, from UMass Dartmouth. She has just joined LHC, full time, as Staff Accountant!

Former Fairhaven Front Desk Supervisor **Shannon Mitchell** has been named General Manager of the Homeward Suites in Dover New Hampshire. Shannon has been employed with Lafrance Hospitality since February of 2006 and took over as General Manager in Dover on the September 14th.

Sara Haslam, of Fairhaven Hampton Inn, has been promoted to Guest Service Supervisor! Sara has been employed since April of 2007, and was most recently the Housekeeping Supervisor.

Jan Greenwood Retires!

Jan Greenwood, Sales Consultant/Functions, has decided to retire, enjoy life and perhaps travel a bit. Jan has contributed greatly to the success of White's of Westport, over the years, and she will be sorely missed. She has selected November 24, 2009, as her last full day at work. Please join us in wishing Jan every success and happiness in her next life adventure.



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