

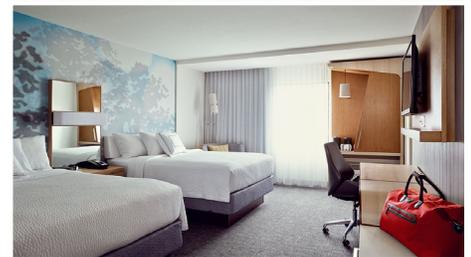
Hospitality INSIGHTS

SPRING 2016

A newsletter for the employees and friends of Lafrance Hospitality Company

COURTYARD LITTLETON, MA | OPENS THIS MAY!

Courtyard by Marriott Boston Littleton is scheduled to open its doors in Littleton, Massachusetts this May! Featuring an innovative lobby space as well as Courtyard's latest contemporary room design, the new hotel provides flexibility and choices that allow guests to optimize and elevate their travel experience. Located within 'The Point', the first mixed-use retail destination of its kind in Boston's Metro Northwest, the 115-room hotel will operate as a Marriott franchise, owned and managed by LHC. Hotel amenities include The Bistro - offering casual, flexible seating and easy access to food and high quality, healthy menu options for breakfast as well as light evening fare, including snacks, cocktails, wine, and beer service so guests can unwind. Other amenities include indoor pool, fitness center, and outdoor patio with fire pit. For more information visit Marriott.com/BOSLT.



PLYMOUTH, NH PROGRESS REPORT

Construction continues in Plymouth, New Hampshire on the new 86 room Fairfield Inn and Suites by Marriott. Exterior work is progressing nicely with the warm springlike temperatures as exterior siding and stone facade are near complete. Interior work is also progressing in guest rooms and common areas as plumbing and electrical work are almost finished. Guest rooms on the 2nd and third floors are looking good with most insulation and sheet-rock installed. We are on target for an early to mid August opening.



COMFORT WILTON, ME RECEIVES CHOICE PLATINUM AWARD

Congratulations to our **Comfort Inn & Suites Wilton, Maine** hotel for receiving the Platinum Award from Choice Hotels! The Platinum Award recognizes hotels that have a proven track record of exceptional guest service and facilities, representing the top 3% of hotels within the brand. Choice Platinum hotels must score high in the following categories: Guest satisfaction, Product quality, Room condition, Room cleanliness, and Staff service. Great job to **General Manager, Tammy**, and all the staff at the hotel who helped to achieve this distinctive recognition!



COMFORT WILTON, ME | CLEANS THE WORLD!

Clean the World, the world's largest global recycler of hotel soaps & bottled amenities, leads a global hygiene revolution to distribute recycled soap and hygiene products from more than 1,700 hospitality partners to children and families suffering from high death rates due to the top two killers of children worldwide - acute respiratory infection (pneumonia) and diarrhoea diseases (cholera). To date, the hotel team at our **Comfort Inn & Suites Wilton, Maine** has donated nearly 10,000 bars of soap and 3,000 bottled amenities to this global effort. Recycle Soap. Save Lives. Protect The Environment.

NEW FACES & NEW PLACES

We are so excited to welcome back **Meagan Sirois** who is back to work at the Comfort Inn in Dover, NH after an unexpected leave. We are so glad to see you healthy and well Meagan, you were missed! Welcome to the team **Sarah Sanford**, Comfort Inn & Suites, Wilton, ME. Sarah is the new Sales Manager for the property and we are excited to have her on board. Welcome back **Colleen Zuzevich** to the Hampton Inn & Suites, Plymouth, MA. Colleen was previously employed at the property as a Front Desk Agent. We are thrilled to have her back in a leadership role of Assistant General Manager. Welcome to **Joe Vancini**, new Front Desk Supervisor at the Hampton Inn & Suites, Plymouth, MA. Congratulations to **Cassandra Meade** at the Holiday Inn Express, Milford, MA. Cassie has been promoted to GM and **Mark Turgeon** will be leading the charge at our newest hotel set to open in May, the Courtyard by Marriott in Littleton, MA. **Olivia Gregor**, Homewood Suites, Dover, NH has been promoted to Front Office Manager.



LHC TEACHING HOSPITALITY

Tim Burkhardt, VP Hotels and **Renee Dufour**, Director, Corporate & Employee Relations visited Johnson & Wales, Providence campus on April 13, to introduce Lafrance Hospitality Company to the students of two different hospitality classes. It was a great afternoon building our relationship with the Johnson & Wales team!

LHC'S HALL OF FAME PARTY

Every 5 years, LHC recognizes the hard work and dedication of their long term employees at an end of year Hall of Fame Party. Past hall of fame inductees, friends, family, and employees were invited to attend the gathering on Monday December 21, 2015 at White's of Westport. Inductees included **Charlene J. Jarest**, Director of Corporate Services (2003-2012), **Ray Andrade**, White's of Westport Chef/Purchaser (1967-2015), **Kathryn Lamontagne**, White's of Westport Banquet Server (1994-2015), **Doug Amaral**, Honorary-White's of Westport (1974-1979). Great company, food and dancing, hope to see you all again in 2020!



RECENT STAR EMPLOYEES

Bittersweet Farm - Westport MA

Katie Sherman

Comfort Inn & Suites - Dover, NH

Necole Bonneau

Comfort Inn & Suites - Wilton, ME

Shelly Trip

Fairfield Inn & Suites - New Bedford, MA

Kristy Roussel

Hampton Inn - Westport, MA

Rachel Armstrong

Hampton Inn & Suites - Plymouth, MA

Johanny Sanchez | Albert Spicer

Homewood Suites - Dover, NH

Rich Sorensen

Homewood Suites - Port Richey, FL

Alicia Martinez

LHC Corporate Office

Elaine Potter

Holiday Inn Express - Milford, MA

Yesenia Zamora

Ten Cousins Brick Oven - Westport, MA

Madison Guarneri

TownePlace Suites - Wareham, MA

Nicole Johnson

White's of Westport - Westport, MA

Juan Torres

GOODBYE TYNE!

Tyne Anzelc began with LHC in 2009 and over her 8 year career with us she always brought a smile and positivity to the team. We have watched Tyne get married and start a family over all these years. Although we were sad to learn of her resignation we are proud of all she accomplished as the Sales Manager at the Comfort Inn in Wilton, ME. We wish Tyne the very best as she embarks into full time motherhood; the most challenging and rewarding job of all.



BABY NEWS

Congratulations to Galley Grille waitress **Alycia Alberto** and her fiancée Justin, on the birth of their son Jace Alfred Gagne. He was born on December 22, 2015, weighing in at 5 pounds. Best wishes to all!



FIVE UNIQUE LHC WEDDING VENUES

Helming five unique event locations in Southern New England, Lafrance Hospitality offers a veritable constellation of sparkling and sophisticated wedding venues perfect your wedding celebration. Whether you're planning an intimate gathering of your nearest and dearest, or aiming for an opulent bash of a lifetime, our team of professionals will be in



your corner with a meticulous attention to detail and commitment to heightened service, ensuring that the magic of your Big Day will last a lifetime. Lafrance Hospitality offers numerous locations to host your wedding ceremony, reception, or both! Like **Rachel's Lakeside**, a banquet and function space in Dartmouth, **Bittersweet Farm**, located on a 29-acre farm in Westport's historic central village, and the iconic **White's of Westport**, known for fine family dining, wedding receptions and banquets of all varieties since 1955. Other spectacular locations include **The Waypoint Event Center** in New Bedford, located in one of the city's most historic buildings dating back to the whaling era, and **The Rosebrook Event Center**, the Southcoast's newest event venue overlooking scenic cranberry bogs. Visit www.eventsbylhc.com for more information on any of our venues.

PROUD HOST

Holiday Inn Express, Milford, MA hosts runners for the Boston Marathon each year and offers complimentary shuttle service to the starting line area for all participants. General Manager, Cassandra Meade, and her team are all hands on deck for this exciting event! (Pictured L to R: **Dafanie Benitich**, Front Desk Associate; **Cassandra Meade**, General Manager; **Jenny Cataldo**, Regional Sales Manager).



WE DID IT AGAIN!

WeddingWire, the leading global online wedding marketplace, named Lafrance Hospitality Company as a winner of the prestigious WeddingWire Couples' Choice Awards® 2016! This is the 4th consecutive year the Lafrance Hospitality Company has received this award. The WeddingWire Couples' Choice Awards® 2016 recognizes the top five percent of wedding professionals in the WeddingWire Network who demonstrate excellence in quality, service, responsiveness, and professionalism. The esteemed awards are given to the top local wedding vendors in more than 20 service categories, from wedding venues to wedding florists, based on their professional achievements from the previous year.



MARRIOTT AWARD

LHC and the new TownePlace Suites Wareham Buzzards Bay hotel have been recognized by Marriott International as achieving the best TownePlace Suites hotel opening company-wide since June 2015. The hotel was 100% ready when the trainers arrived, and were met with a pro-active and energetic hotel and sales team. The Best Opening award encompasses the hotel's pre-and post-opening successes including pre-bookings and guest service scores, among other fiscal measurements and property goals. **Richard Lafrance** and **Timothy Burkhardt**, accepted the award at the 2015 Marriott Owners Conference in Orlando, FL at the Gaylord Palms Resort and Convention Center on Thursday, December 10.



GALLEY GRILLE IS #1 IN WESTPORT

It has been nearly 2 years since the renovations in the Galley Grille and we're still receiving daily compliments on the renovation. We are very pleased with the result and the new atmosphere. We have noticed an increase in patrons since the renovations and for that we are truly grateful. Furthermore, The Galley Grille has been consistently ranked in the top 3 restaurants in Westport on TripAdvisor®, thanks to the many diners posting their great reviews! Stop in for one of our great daily specials and see the new space if you haven't done so already! Visit www.galleygrille.com for menu and information.

RESTAURANT RENOVATIONS

White's of Westport and Rachel's Lakeside received a few mini renovations earlier this year, updating their rooms and refreshing their appearance. The Colonial Room at White's of Westport received a new coat of paint, wallpaper, updated lighting, and new stained panelling and wood beams. The Ballroom at White's had new carpet installed throughout, new paint and wallpaper, lighting, sconces, and new wall décor. The curtain on stage was replaced with a custom-made piece and the lobby/bar area of the room was transformed with new tiling and lighting. The foyer and bar areas at Rachel's Lakeside were also replaced with new tile and new furniture will be added to the lobby.



ROGER BRODEUR | EMPLOYEE SPOTLIGHT



Rita and Roger

Roger began his career at White's of Westport on May 17, 1972. With the recent retirements of a few long time employees, this makes Roger the restaurant team member with the longest tenure. Roger began his career as a prep cook/dishwasher and for the past 40 years has headed up the White's Pantry. It is safe to say without exaggeration that Roger has probably made over 500,000 salads, constructed thousands of cheese boards and made thousands of trays of brownies and pans of

pudding. Roger has also gotten to work closely with three generations during his time at White's, first with Aime, followed by Richard and now Chris. When asked what he liked about his job Roger has this to say, "The best thing has been all the people whom I have worked with. I have made many friends over the years and I have always enjoyed working for the Lafrance's; plus Westport has always been my home and it's nice being so close by." Roger resides in Westport and has been a loyal volunteer at Our Lady of Grace church for about as long as he has worked at White's. We are very proud of all you have done Roger and keep up the great work!

TEN COUSINS BRICK OVEN

The weather is warming up and that means the outside patio and lawn games at Ten Cousins are open! Our outdoor space includes seating for several parties, and lawn



games including tetherball and volleyball for the entire family! Ten Cousins is perfect for lunch or dinner

after a day at the beach or for enjoying a day out with the family. Ten Cousins features wood fired oven creations including pizzas, wings and sandwiches, entrées, and more. For menu and information, visit our website: www.tencousinsbrickoven.com.

LAFRANCE HOSPITALITY COMPANY | DINING AND MUCH MORE!

TEN COUSINS Brick Oven

977 Main Road | 774.264.9700

Specialty Pizzas | Lasagna | Mango Pulled Pork
Nachos & Guacamole | Brick Oven Wings
Jumbo Meatball and Pasta | Jerk Chicken Wrap
Soup & Salads | Wide Screen TVs | Full Bar

THE GALLEY GRILLE at White's

66 State Road | 508.676.7888 x415

Award Winning New England Clam Chowder
Seafood Selections | Nightly Specials | Casual Setting
Wide Screen TVs | Live Music Friday nights

BITTERSWEET FARM Restaurant & Tavern

438 Main Road | 508.636.0085

Live Tavern Music Thursday, Friday & Saturday nights
Raw Bar & Pub Menu | Prime Rib & Filet Mignon



TEAM TRIVIA | Eat, Drink, Think

The Galley Grille at White's hosts Team Trivia every Wednesday from 7-9 pm. It's free to play, and we have appetizer specials during the game. If you are in the area, grab some friends and come test your knowledge! For more info about Team Trivia, log onto: www.teamtrivianewengland.com

CELEBRATE FATHER'S DAY!

SUNDAY, JUNE 19

Dad has 3 great dining experiences to choose from this year!

eventsbyLHC.com

HAPPY FATHER'S DAY

JUNE 1-JUNE 19, 2016

Purchase \$50 or more in gift cards and be entered to win a grill full of grilling accessories & more!

Drawing on Monday, June 20