

Hospitality INSIGHTS

SPRING 2018

A newsletter for the employees and friends of Lafrance Hospitality Company

BITTERSWEET FARM CELEBRATES 20 YEARS!

It's hard to believe that it has been 20 years since Bittersweet Farm opened its doors on Easter Sunday. We were all excited to be opening on Easter, as Lafrance Hospitality's flagship restaurant, White's of Westport, opened on Easter in 1955. What started as bringing a local restaurant back to life, has evolved into so much more. We have welcomed tens of thousands of dinner guests, many of whom have chosen to come back to celebrate special occasions. Birthdays, anniversaries, retirement parties and weddings are hosted at Bittersweet on a weekly basis. It is an honor and a privilege to be a part of so many special occasions.

The Tavern at Bittersweet Farm has been a popular choice for many guests over the years. It's a place where both locals and visitors to Westport come to enjoy great food,



weekly drink specials and listen to the sounds of some fabulous local bands every Thursday, Friday and Saturday nights. A winter highlight for many guests has always been the cozy fireplace in the Tavern. Today, Bittersweet Farm is a premiere wedding destination on the Southcoast. Dedication and hard work has paid off and Bittersweet was recently awarded the Best of Weddings Award by the Knot for 2018. The gazebo and patio, along with our beautiful fields and meadows were enjoyed by all of our 85 wedding couples last year, just one more reason so many have chosen Bittersweet Farm for their wedding.



WINTER STORM WARNING!

The snow, the rain, the wind, we have seen it all since March rolled around. Gone are the days of playing in the snow with the kids as Lafrance Hospitality has had a hand in keeping the lights on and taking in those who lost power. As the official caterer of Eversource in Southeastern Massachusetts, White's of Westport keeps the power crews fueled during the storms. Breakfast, Lunch, Dinner, Overnight Buffet are all delivered on time regardless of the weather. Since the start of March we have made over 3,000 box lunches that the crews take on the road once



they have refueled with hot food at the work center. Our hotels on the Southcoast have also been busy with not only their renovations but also housing out-of-town power crews and locals who are without power. Great job by so many within our company doing all they can to keep the power on!

A SECOND HOTEL IN WESTPORT, MA

Lafrance Hospitality is in the early stages of building a 90-room TownePlace Suites by Marriott® in Westport, MA.

The new property will be located off of State Road, immediately off

TOWNEPLACE
SUITES®
MARRIOTT

I-195 and alongside the Hampton Inn and White's of Westport. We're partnering with Opechee Construction Corp. to assist with the design as well as the construction of the project. We look forward to breaking ground in the Spring of 2019 with the Grand Opening the following spring.



WELCOME ABOARD TO ALL!

Please join us in welcoming **Mike McHugh** to Lafrance Hospitality in the position of General Manager at Comfort Inn & Suites, Wilton, ME. Mike joins us from a recent history with Hampton Inn, where he held the position of General Manager. Prior to that, Mike was with AME Management for over five years in multiple GM roles in the Bangor, ME market. Mike resides in nearby Augusta, ME. **Michael Dougherty** has taken on the General Manager role at the Holiday Inn Express, Middletown, RI. Michael came to us from the Hilton Garden Inn, Providence, RI in which he held a position of Operation Manager for several years. He has also previously worked at the Harbor Hotel, Provincetown, MA, as a General Manager and the Biltmore hotel in Providence as the Front Office Manager. **Justin Guilbert** joined Fairfield Inn & Suites Plymouth, NH as Sales Manager on March 19th. Justin comes to us with over 14 years of hospitality experience and has held both sales and operations roles. Justin lives in Campton, NH with his wife and two daughters. We are thrilled to have Justin on the team!

HOSPITALITY PROMOTIONS!

Amanda Garfield has been promoted to the General Manager position at the Hampton Inn & Suites, Plymouth, MA. Amanda has worn several hats with Lafrance Hospitality and has flourished within our organization. She has been a great asset to the Plymouth, MA property as Assistant General Manager for years and we are sure she will take that property to a new level. **Holly Robichaud** has accepted the role of General Manager at the Holiday Inn Express in Milford, MA. Holly joined us in early 2016 at the Courtyard, Littleton, MA, as the Assistant GM. Prior to that, Holly held multiple roles within the Holiday Inn brand family in Worcester, MA and Mansfield-Foxboro, MA. **Kristene Manning** of Holiday Inn Express, Milford, MA was promoted to sales coordinator from front desk supervisor in January 2018. Kristene worked at the property with the previous ownership and is thrilled to be back to her roots and in the sales department working with Christopher Belton. She resides in Norfolk, MA with her daughter and guinea pig. **Nicolle Douglas** started with Lafrance Hospitality at the Comfort Inn Dover in September 2012 holding multiple roles during her tenure. Upon the sale of the Comfort Inn in the fall of 2016, Nicolle joined the Homewood Suites. She started working as the Housekeeping Supervisor, but most recently has been promoted to Front Office Manager. We are excited to have her continue her career growth with us and we wish her well. **Denise Burroughs** joined us in early 2017 in the role of Front Desk Supervisor. Upon the departure of Holly Robichaud to our Milford hotel, Denise has been promoted to the role of Assistant GM. Denise has played an integral part in the recent roll out of Bistro 2.0, and she wears multiple hats on a daily basis. Denise resides in Lowell with her husband Warren, and we are excited for this new chapter in her Lafrance career.

HOTEL RENOVATION UPDATE

The Fairfield Inn & Suites, New Bedford, MA is near completion with guestrooms on the first floor scheduled to be back in service by the end of March. The 3rd & 4th floors of the Hampton Inn, Westport, MA have been completed as well as the lobby. Everything looks terrific and is being well received by our regular guests. Work continues on the 1st & 2nd floor guestrooms with a scheduled completion of May 1st. Exterior renovation and lighting has been completed. The 3rd floor and lobby are complete at the Holiday Inn Express in Middletown, RI, currently finishing up work on the 2nd floor and will be starting in the remaining 1st floor rooms with anticipated completion around May 1st.

CAUSE FOR APPLAUSE!

These employees have raised the bar and it was noticed by their peers and managers. Nominees and winners 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.

Leslie DePasquale

Holiday Inn Express - Milford, MA

Richard Sorensen

Homewood Suites - Dover, NH

Priscilla Muchai

Hampton Inn & Suites - Plymouth, MA

Chip Haynes

Comfort Inn & Suites - Wilton, ME

Toni Nelson

Fairfield Inn & Suites - Plymouth, NH

Maria Rebelo

TownePlace Suites - Wareham, MA

Jennifer Gajtkowski

White's of Westport - Westport, MA

Lauren Kelly

Holiday Inn Express - Middletown, RI

Matthew Larrivee

White's of Westport - Westport, MA

Denise Burroughs

Courtyard - Littleton, MA

Kimberly Allen

Residence Inn - North Conway, NH

Jeff Maduro

Hampton Inn - Westport, MA

Patricia Pizarro

Fairfield Inn & Suites - New Bedford, MA

WE DID IT AGAIN!

WeddingWire, the leading global online wedding marketplace, named **Bittersweet Farm** as a winner of the prestigious WeddingWire Couples' Choice Awards® 2018! This is the 6th consecutive year Lafrance Hospitality has received this award.



15th ANNUAL WEDDING SHOW!

We celebrated our 15th Annual Wedding Show at Rachel's Lakeside on Sunday, February 25. The show was very well attended with approximately 180 future brides as well as 350 additional guests. We showcased our five wedding venues along-side three local hotels and hosted 35 vendors providing all types of wedding services. We received many positive comments from both guests and vendors about how organized and well run our Wedding Show is. Our Wedding Show continues to be one of the premier shows in the area.



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DREAM IT! BELIEVE IT! DO IT!

Jenn Lertz-Norr and the **Hotel Sales Staff** recently participated in the Annual Lafrance Hospitality Sales Retreat at the Homewood Suites in Dover, NH. The two day event consisted of ice breakers, a Vision Board Workshop sponsored by UROCK, as well as identifying obstacles and working together to solve as a group. This year's theme: Dream it!, Believe it!, Do it! Here's a photo of the team "Dreaming Big"!



COUSIN KATHY RETIRES

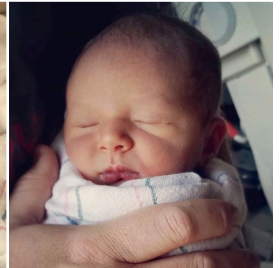
On May 5th 1999, we were lucky enough to welcome **Kathy Biastoff** as part of our team as the manager of the Priscilla Dining Room. Kathy was also there every step during renovations of the new Galley Grille. She wore many hats during her 18 year career at White's, as a bartender, receptionist and often filling in as a functions manager. Cousin Kathy as she is known by most, always arrived and left work with a smile on her face. She was an integral part of our operation at White's and always went out of her way to please every guest, every time. On Friday March 12th, we celebrated with a small gathering of coworkers and former Lafrance Hospitality legends. Kathy lives in Somerset with her husband Jeff. She will be missed by all!

TALES FROM THE CRIB

Congratulations to **Kristine Thatcher**, Front Desk Supervisor at the Fairfield Inn & Suites, New Bedford, as she welcomed daughter Avery Natalie Moniz on December 3rd. Baby Avery weighed 6lbs. 13oz. and was 20in. long. Lafrance Hospitality's Marketing Director, **Ashleigh MacAskill** and her husband Matt celebrate the birth of their first child, Aaron Robert MacAskill. Aaron was born on December 29th, weighing 7lbs. 9oz., and measured 21.5in. long.



Avery Natalie Moniz



Aaron Robert MacAskill

NORTH CONWAY WINS BEST SKI TOWN TITLE FOR 2017!

A panel of experts partnered with USA Today 10Best editors to pick the initial nominees, and the top 10 winners were determined by popular vote. Nestled within the scenic White Mountains of New Hampshire, North Conway sits within a half-hour drive of more than a dozen alpine and Nordic ski resorts. Visitors off the slopes can explore the town's pastel-hued Victorian architecture oozing New England charm. Our Residence Inn by Marriott® is North Conway's only all-suite hotel and is an excellent rest-day diversion after all the adventures that North Conway has to offer!



MOBY DICK BREWING CO. TURNS ONE!



Moby Dick Brewing Company celebrated its first anniversary on March 15th. The cozy, 100-seat restaurant offers its patrons a pub-style menu and a 10-barrel brewery operation. The grain-to-glass goodness of its beers is the perfect complement to popular menu items like Bavarian Pretzel Sticks with Cheddar Fondue Sauce.

Executive Chef, **Jen Gajtkowski**, brings her culinary talent to Moby Dick after spending the past year as Lead Cook in the Galley Grille at White's of Westport. With Jen's skills and the leadership of General Manager, **Tina Noble**, we are confident MDBC will have a prosperous future.

IT'S OFFICIAL - A LEGEND RETIRES!

Arthur Durand, or Uncle Art, as he is affectionally known by everyone has finally reached the end of his work career. As with every time he has retired unofficially, as soon as business would pick up Arthur would get the call from his godson Chris Lafrance saying "Uncle Art, what are you doing Saturday". Arthur joined Lafrance Hospitality in 1955 as a banquet chef working along side his brother-in-law White's founder Roland Aime Lafrance (Arthur is married to Rita Lafrance's younger sister Joan). During the summer for many years he would join Rita and Aime at Moby Dick Wharf Restaurant in Westport, MA as the head Chef serving the freshest local seafood in Westport Harbor. Arthur was one of the hardest working individuals Lafrance Hospitality has ever had the pleasure of employing. He worked with four generations of Lafrances (Aime, Richard, Chris and Ross) during his career and a lot of what our company has become was because of the hard work of Arthur and those that worked for and with him. Sadly everything must come to an end and the days of picking up the phone and calling in our secret retired weapon are over. Arthur lives in Swansea with his wife Joan and enjoys working in his yard, golf and spoiling his grand and greatgrand kids. We all love and miss you Uncle Art!



STRAIGHT FROM THE BOG!

Recently, Wareham had a "mini celebrity" stay at the hotel. The gentleman pictured is Henry Strozier and our 2 breakfast attendants, **Jan Mendonca** and **Donna Townsend**. As you may know, Wareham is well known for its cranberry bogs and the Ocean Spray Company that produces many drinks from its fruit. Henry is one of the actors featured in the infamous Ocean Spray commercials where he is seen harvesting cranberries in his rubber waders.



MOTHER'S DAY
Sunday, May 13

Brunch
or Dinner

Family
Tradition

FATHER'S DAY
Sunday, June 17



White's of Westport: 508.675.7185 | Bittersweet Farm: 508.636.0085

LAFRANCE HOSPITALITY | DINING & MUCH MORE!

TEN COUSINS Brick Oven

977 Main Road, Westport, MA | 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, Westport, MA | 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, Westport, MA | 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

RACHEL'S LAKESIDE

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508.636.4044 | rachels@lafrancehospitality.com

WAYPOINT EVENT CENTER

185 MacArthur Drive, New Bedford, MA
774.634.2009 | waypoint@lafrancehospitality.com

ROSEBROOK EVENT CENTER

50 Rosebrook Place, Wareham, MA
508.291.1800 | rosebrook@lafrancehospitality.com