

# Hospitality INSIGHTS

A newsletter for the employees and friends of Lafrance Hospitality Company

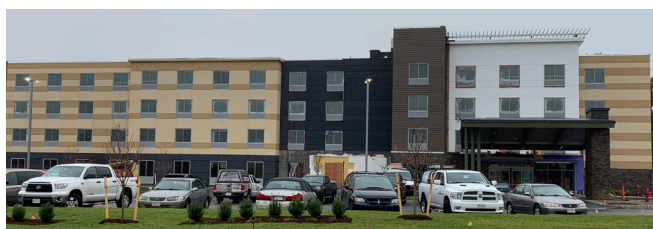
WINTER 2018/2019



## INTRODUCING MERRILL'S TO THE NEW BEDFORD WATERFRONT

Merrill's on the Waterfront has been chosen as the new name for our recent acquisition of the Waterfront Grille. Purchased this past July, this one of a kind waterfront restaurant is located directly across from our New Bedford Fairfield Inn & Suites by Marriott and Waypoint Event Center. Merrill's overlooks much of the New Bedford fishing fleet, and as you can be assured, seafood is the main influence of our menu selections. Although all plans are not yet finalized and we will phase in some of our renovations over the next year, our primary focus will be the refurbishing of the bar and dining area with a plan for more open space for events. Currently private function rooms adjoin the main dining area and offer fabulous views of the boats and harbor.

The true uniqueness of this setting will make weddings and social events a lifelong memory. An outdoor ceremony site will be in place for next summer & fall weddings. Also, in the near future our plan is to enhance our outdoor patio areas for entertainment and dining. Merrill's Wharf was the original name of the pier when constructed in 1847 as a berth for the whaling ships. In 1920 the site was renamed Homer's Wharf which is its current designation. There still remains a Merrill Wharf Historic District and the name ties in well with our Waypoint Event Center at the Fairfield Inn & Suites. The Waypoint was home to the oldest whale refinery where remnants are still in place. Captain Edward Merrill himself retired here in New Bedford and was an inventor, developer and manufacturer. We look forward to sharing more of Captain Merrill's life in printed history adorning areas of the restaurant. With Merrill's our family is excited to further highlight the whaling history of New Bedford which comes to life at the nearby Whaling Museum.



## WE'VE GOT PLYMOUTH COVERED

Our Hampton Inn & Suites, Plymouth, MA will soon have a new neighbor! We are very excited about the progress of our newest hotel, the Fairfield Inn & Suites, Plymouth, MA. Not to be confused with our Fairfield Inn & Suites, Plymouth, NH, this brand new hotel will feature 108 spacious and contemporary guest rooms, complimentary breakfast,

24-hour fitness center, indoor heated swimming pool, outdoor firepit, and an on-site bar amongst other appealing features and amenities. The Fairfield brand's goal is to provide stress free travel, so you can perform and be at your best, and that is exactly what Lafrance Hospitality wants to provide for its guests at this new property. With construction of the property moving along as planned, Lafrance Hospitality's 12th hotel in New England, and 2nd in Plymouth, MA is due to open before this spring!

## HOTEL TRANSFORMATION CELEBRATIONS!

On Tuesday, May 22nd, we celebrated the Grand Reopening of the Holiday Inn Express, Newport/Middletown, RI and on Tuesday, June 26th, we celebrated the Grand Reopening of the Hampton Inn, Fall River/Westport, MA. The celebrations included refreshments, tours, giveaways and even ribbon cuttings! Congratulations and thanks to all who made this experience possible.



# PROMOTIONS, PROMOTIONS, PROMOTIONS

**Craig Bazinet**, has been working on the Lafrance Hospitality culinary team for over 20 years, was recently promoted to Corporate Chef. Craig has been the Head Chef at Bittersweet Farm for the past 12 years and has worked at each and every restaurant throughout his LH career. Not only does Craig have a new position, but he also has a new look. Over the past 6 months, Craig has lost over 60 pounds through diet and exercise. He can often be found walking early in the morning getting in those miles before work.

**Kayla Botelho** has recently been promoted to the General Manager position at Bittersweet Farm. Kayla originally joined Lafrance Hospitality as a Sales Coordinator at the Waypoint Event Center. She was transferred to Bittersweet in September 2017 and has spent the last year working as a Function and Sales Coordinator. Congrats Kayla!

We are pleased to announce that **Haley Curran** was promoted to Bench Sales Manager in September. Haley comes to us with 5 years of customer service and hotel experience. Most recently, Haley worked as a front desk agent at our Hampton Inn, Westport, MA since May 2017. Prior to working in Westport, Haley worked at Motel 6 in Seekonk as a front desk agent and at Starwood Hotels Call Center as a SPG Gold Associate. Haley is based out of Westport Hampton Inn Sales Office for now and is spending time training and shadowing each hotel sales team. Haley is a welcome addition to the Lafrance Sales Team!

## WELCOME TO THE LAFRANCE FAMILY!

**Mike Galery** joined our culinary team in the beginning of September. Mike is the Head Chef at the Rosebrook Event Center and has been a great addition to our team. He has also been helping in the Galley Grille, Rachel's Lakeside and the Waypoint Event Center. Mike joins us from the Pasta House in Fairhaven, MA and was a member of the opening team of Cask & Pig in Dartmouth, MA.

**Krystol Gilbert** is our new Assistant Function and Sales Coordinator at Bittersweet Farm. Krystol is a graduate of the Hospitality Program at Johnson & Wales University in Providence, RI. She joins us from Fay's Restaurant in New Bedford, MA where she was the General Manager.

**Nick Rand** joined us in September as a floating Line Cook. He's done a great job filling in at Bittersweet, the Galley Grille and Waterfront Grille. Nick joins us from Alma Nove (a Modern Italian-Mediterranean restaurant owned by the Wahlberg's) and also Not Your Average Joe's in Dartmouth, MA.

**Michael Warren** joined Lafrance Hospitality on October 4th and is the new General Manager of Moby Dick Brewing Company in New Bedford, MA. Michael joined us from Home Events on Main, in Pawtucket, RI and was also the General Manager of the Fireside Grille in Middleboro, MA.

**Liz Swider** has been hired as our Hotel Revenue Manager. Liz joins us from the Claremont Companies as a former DOS and General Manager and has specific knowledge of several of our markets. Liz has a bit of company history with us as she worked at the Hampton Inn in Fairhaven when the hotel was owned by Lafrance Hospitality, as well as the Hampton Inn Westport.

We are pleased to announce that **Renee Dufour** has rejoined our team as a Strategic Initiatives & Special Projects Manager. Renee will also implement the role of safety director and work with GM's on team building and training. As such Renee will be a frequent presence at our properties. Renee will act as liaison and recorder for upcoming projects. We are so fortunate to have such a wonderful team of managers and we trust with the experience that Renee brings to Lafrance Hospitality, we will be able to create more effective communication throughout our company.



Craig Bazinet

Kayla Botelho

Haley Curran

## CAUSE FOR APPLAUSE!

These employees not only do what's expected of them at 100% effort but they go above and beyond typical expectations to 'WOW' our guests.

**Mike Rebello** | White's of Westport - Westport, MA  
**Ashley Lasante** | Homewood Suites - Dover, NH  
**Carmen Austin** | Comfort Inn & Suites - Wilton, ME  
**Kevin Kulig** | White's of Westport - Westport, MA  
**Craig Bazinet** | Bittersweet Farm - Westport, MA  
**Angela Melanson** | Fairfield Inn & Suites, New Bedford, MA  
**Sarah Ahaesy** | Ten Cousins Brick Oven - Westport, MA  
**Kristen Roberts** | Residence Inn - North Conway, NH  
**Wanda Hernandez** | Holiday Inn Express - Middletown, RI  
**Nathan Davis** | Bittersweet Farm - Westport, MA  
**Maria Yupa** | Holiday Inn Express - Milford, MA  
**Armand Houde** | TownePlace Suites - Wareham, MA  
**Shelly Perry** | Fairfield Inn & Suites - New Bedford, MA  
**Roberta Pires** | TownePlace Suites - Wareham, MA  
**Darlene Severance** | Homewood Suites - Dover, NH  
**Debbie Belanger** | Courtyard - Littleton, MA  
**Alexa Isabel** | Rachel's Lakeside - Dartmouth, MA  
**Haley Curran** | Hampton Inn - Westport, MA  
**Tom Sergio** | Hampton Inn & Suites - Plymouth, MA  
**Patrick Yeargin** | Ten Cousins Brick Oven - Westport, MA  
**Bryan Joseph** | Holiday Inn Express - Middletown, RI  
**Lori Ann Demopoulos** | Homewood Suites - Dover, NH  
**Kathy Valentine** | Bittersweet Farm - Westport, MA  
**Jameson Sterling** | Comfort Inn & Suites - Wilton, ME  
**Wai Kwong Ko** | Courtyard - Littleton, MA  
**Donna Townsend** | TownePlace Suites - Wareham, MA  
**Laura Morrill** | Residence Inn - North Conway, NH  
**Alyssa Nunez** | Holiday Inn Express - Milford, MA  
**Stephanie Arruda** | White's of Westport - Westport, MA  
**Johnson David** | Fairfield Inn & Suites - Plymouth, NH  
**Jeanne Emard** | Hampton Inn - Westport, MA  
**Kate Daley** | Rosebrook Event Center - Wareham, MA  
**Tyler Page** | Fairfield Inn & Suites - New Bedford, MA  
**Liana Audette** | Rachel's Lakeside - Dartmouth, MA  
**Courtney Lapointe** | Rosebrook Event Center - Wareham, MA  
**Victor Muentes** | Hampton Inn & Suites - Plymouth, MA  
**Seth Floriano** | White's of Westport - Westport, MA  
**Matthew Brown** | Holiday Inn Express - Middletown, RI  
**Virginmina Caraballo** | Holiday Inn Express - Milford, MA  
**Jack Rose** | Waterfront Grille - New Bedford, MA  
**Jackie Tyler** | Comfort Inn & Suites - Wilton, ME  
**Brittany Thompson** | Homewood Suites - Dover, NH  
**Ramona Torres** | Residence Inn - North Conway, NH  
**Nhamaa Cortes** | Bittersweet Farm - Westport, MA  
**Scott Pires** | Fairfield Inn & Suites - New Bedford, MA  
**Jenene Branch** | Courtyard - Littleton, MA  
**Joel Baez** | TownePlace Suites - Wareham, MA  
**Doug Pontes** | White's of Westport - Westport, MA



## TALES FROM THE CRIB!

**Shannon Souza**, Banquet Manager at White's, gave birth to Jaxon Daniel Paulo on July 23rd. He was 7lbs., 8oz. On August 9th, **Jennifer Do-Teixeira** and husband, welcomed baby boy Lincoln, weighing in at 7lbs., 8oz. Jennifer is the Sales Manager at the Westport Hampton Inn. In Wareham, MA, laundry attendant, **Roberta Pires**, became a grandmother recently! She is the proud grandmother of Benjamin "Trip" Barboza, III. He was born on August 13 with a weight of 7 lbs., 1.5 oz. Also in Wareham, MA, houseman, **Joel Baez**, is a proud dad for the second time! His daughter, Saige Rose, was born October 14 at a weight of 6 lbs., 12.6 oz. Best wishes to all!



Jaxon Daniel Paulo



Lincoln Teixeira



Benjamin "Trip" Barboza III



Saige Rose Baez

## ROLAND 'AIME' LAFRANCE SCHOLARSHIP WINNERS!

The 2018 Roland Aime Lafrance Scholarship recipients are **Cody Roberts**, **Tyler Page** and **Tayla Page**. Cody's mother Kristen is employed at the Residence Inn, North Conway, as the kitchen manager. Cody graduated from Kennett High School in North Conway and attends Plymouth State University, studying Social Studies Education. Tyler Page is employed at the Fairfield Inn & Suites in New Bedford as the houseman and started his second year at Bristol Community College as a Communications major. Tayla Page is employed at White's and Rachel's as a banquet server. Tayla graduated from Westport High School attends Bridgewater State University, majoring in Elementary Education. Congratulations to all!



Cody Roberts



Tyler Page



Tayla Page

## MORE AWESOME ACHIEVEMENTS!

Congratulations to **Janna Lafrance**, who was recently honored with the prestigious Brayton Award for her outstanding community service! We're all so proud of you Janna! Congratulations to **Shelly Perry**, Sales Manager at Fairfield Inn & Suites, New Bedford, MA, for receiving the Joan V. Halter award for hospitality leadership. Shelly was presented with the award at the 2018 New Bedford Tourism Summit for her outstanding service and leadership in the New Bedford community! Houseman **Ronaldo Cristiano**, of the Hampton Inn, Westport, MA, recently passed his long time coming US Citizenship Test! We all praise him BIG time!



## DOVER GIVES BACK!

The Homewood Suites, Dover, NH, staff hosted a drive for school supplies. Donations were given to the Dover School District where the coordinator distributed backpacks full of supplies to the students in need. This way the students could start the school year well prepared. Kudos to **General Manager Molly Mulholland** & her team!



## EMMA'S 1<sup>st</sup> MARATHON

The 48th New York City Marathon marked a great family milestone when **Emma Lafrance** completed the 26.2 mile track around the 5 boroughs of the city. It was exactly 24 years ago that **Richard Lafrance** (grandfather) ran the race along with **Charlie Fellows** (uncle). The following year commemorating the 25th running Charlie and **Rachel Fellows** (aunt), along with Richard ran once again. And last year, **Janna Lafrance**, Emma's mom, enjoyed this amazing scenic route around the city. So 24 years and three generation of runners, we think that is pretty special! Just maybe we can all run together in two years for the 50th! Emma ran for the New York Road Runners - Team for Kids and raised close to \$3000! Way to go Emma!



## HAPPY ANNIVERSARY!

On Sunday, November 11, **Richard & Muriel Lafrance** celebrated their 50th Wedding Anniversary! A wedding anniversary is the celebration of love, trust, partnership, tolerance and tenacity. Best wishes to you both!



## LAFRANCE HOSPITALITY ADOPTS A HIGHWAY!

Recently Lafrance Hospitality decided to Adopt-A-Highway and the signs are now up and are right outside our main HQ, White's of Westport. Mass DOT's Adopt-A-Highway is a program that allows volunteer teams to help beautify state highways. To fulfill our commitment to the program, Lafrance Hospitality must take time to clean our adopted highway at least once a month for the months of April-November. Anyone and everyone is welcome to volunteer! If you are interested in participating, please contact **Sherri Swainamer**: [sswainamer@lafrancehospitality.com](mailto:sswainamer@lafrancehospitality.com).

## FOOD FOR TOTS

Since April, SouthCoast Health and Fun 107 have been partnering with different restaurants in the Southcoast area to host their Food for Tots campaign. Lafrance Hospitality was thrilled to participate in the 6th Food for Tots event held on September 20th. Participating restaurants included Bittersweet Farm, Galley Grille and Ten Cousins Brick Oven. The Food for Tots Campaign is part of an ongoing effort to keep St. Luke's Hospital of New Bedford staffed with Boston Children's Hospital doctors around the clock. The campaign is tirelessly working to ensure that the children in the Southcoast area have access to some of the best pediatric healthcare close to home. Since the Food for Tots campaign started back in April, they have been able to raise over \$50,000! Lafrance Hospitality was proud to donate 15% of food proceeds from Bittersweet Farm, Galley Grille and Ten Cousins Brick Oven, totaling \$939, directly to Southcoast Health and their pediatric services. All 3 restaurants had great attendance as guests came from all over the Southcoast to dine and show their support. It was a night of great food and great entertainment, all in support of a lifechanging cause. Pictured with SouthCoast Health & FUN 107: **Nick Silvia**, Director of Marketing & IT, along with **Cameron Camara**, Communications & Marketing Specialist, presenting the checks from the restaurants.



## RECENTLY ENGAGED?

LHC's annual Bridal Fair is scheduled for Sunday, February 24th at Rachel's Lakeside. Join us for continuous fashion shows, multiple grand prizes with values up to \$500, plus over 30 vendors! It's all at Rachel's Lakeside, 950 State Road in Dartmouth. For more info and to pre-register visit: [bit.ly/LafranceWeddingExpo19](http://bit.ly/LafranceWeddingExpo19)

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

### DJ OPEN PARTY - featuring "GS DJ"

FRIDAY, DECEMBER 7 | \$39 per person \*

When they say the DJ makes or breaks the event, these guys blow the top off! GS DJs will make this party one to remember!

### THE PORTUGUESE KIDS "A VERY PORTUGUESE CHRISTMAS"

SUNDAY, DECEMBER 16 | \$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/Buffer 7:30pm

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

THURSDAY, DECEMBER 6 & 27 | \$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!

### TEAM TRIVIA - Think You're Smart?

WEDNESDAY, DECEMBER 5, 12, 19 & 26 | FREE

Join us for Team Trivia Night, it's free to play & prices too! Reserve your team's table today!

### BREAKFAST WITH SANTA & MRS. CLAUS

SUNDAY, DECEMBER 9 & 16

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

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



## WHITE'S OF WESTPORT NEW YEAR CELEBRATIONS

### DECEMBER 30 | COMEDY EXPLOSION

Featuring our 'All You Can Eat/All You Can Laugh' Italian Buffet and the area's hottest comics! - \$35 per person

COUNTDOWN  
TO 2019!

### DECEMBER 31 | NEW YEAR'S EVE BASH

2 Parties - featuring: Steppin' Out or GS DJ's! Prime Rib Buffet, noisemakers, champagne, Post-Midnight Chinese Buffet - \$69 per person

### JANUARY 1 | CHAMPAGNE BRUNCH BUFFET

Enjoy a New Year's Day feast at White's with complimentary Bloody Mary or Mimosa while toasting the New Year!  
\$30 Adults | \$16 Children

HAMPTON INN OVERNIGHT PACKAGES AVAILABLE



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