

TeleGRAM

Great American Hotel Group Newsletter



Another Year Wiser

Wishing a very happy birthday to our Great American Hotel Group office and property associates:

*Suzanne Baele - November 18
Candace Snelling - December 14*

Around the Block

Wishing a "Happy Anniversary" to our Great American Hotel Group office and property associates:

*Dave Akridge - 25 years
Gabrielle Smith - 18 years*

A Laugh A Day ...

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Opening With Style

Homewood Suites by Hilton Gateway Hills Nashua, celebrated its grand opening on November 12th with a traditional, yet innovative ribbon-cutting ceremony followed by a reception.

"We are excited about this project and immensely proud of our new hotel. Tonight we celebrate everyone's extraordinary efforts with our grand opening event "A tradition of innovation". This theme represents our three company's realities," noted General Manager Adam Robitaille.

City of Nashua Mayor Donnalee Lozeau and the Greater Nashua Chamber of Commerce Shaunee Nolet joined John Flatley, President of the John Flatley Company, Dave Akridge, President of Great American Hotel Group, Homewood Suites Gateway Hills, Hotel General Manager Adam Robitaille and the hotel staff at the hotel entrance for a traditional, yet innovative ribbon cutting ceremony. Phoenix Robotics' Team 2342 robot was responsible for handing the ceremonial scissors to Mayor Lozeau to declare the hotel open for business. Per tradition, a bagpipe serenade led by Nashua's own Lezlie Webster concluded the ceremony.

Immediately following the ribbon cutting, approximately 200 guests were invited to tour the new hotel and enjoy in a bevy of activities to include tours of the hotel amenities and suites, taste traditional and innovative food and beverage provided by Sky Meadow Country Club, listen to music courtesy of Joan Watson-Jones Jazz Ensemble, take carriage rides of Gateway Hills, enjoy innovative ice cream treats from Sub Zero, and partake in one of the event's signature beverages. Lewis the Duck, the Homewood Suites mascot was on hand to meet our guests. *(continued on page 2)*

By the Numbers

Gabrielle Smith, Corporate Controller

M3 - Handy AccKnowledge® Hints

Did you know that there are several Hot Keys that can be used as shortcuts throughout AccKnowledge®? Here are two examples:

New File – CTRL + N



Save File – CTRL + S



Operationally

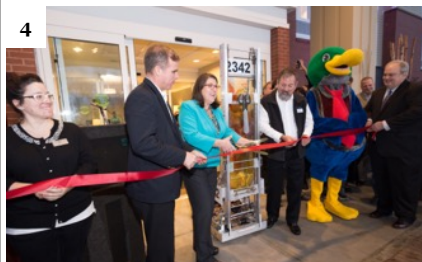
Speaking Rob Green,
Regional Director of Operations

As the holidays are upon us, it is important that we always consider the safety of our guests, property and staff when it comes to decor. Please review the following link to information from the [US Consumer Product Safety Commission](#) before utilizing lights, artificial trees, canned snow, candles, etc. at your hotel.

Also, always review the safety and installation tips that accompany decorations and make sure they are appropriate for your environment and audience. [Happy Holidays](#)



Opening With Style Images



Images from top, clockwise: 1. Phoenix Robotics' Team 2342, 2. GM Adam Robitaille, Lewis the Duck and grand prize winner Richard Basak, 3. Hotel staff members at the selfie station, 4. Ribbon cutting ceremony, 5. Dave Akridge, Kristynne Byers (Hilton), John Flatley, Linda Komornik, 6. Nashua Mayor Lozeau and John Flatley.

What's In Your Rewards Profile?

by Linda Komornik, Editor

Ever wonder about what happens with the information potential guests provide in the "Additional Comments" section of the online reservation? Do hoteliers actually read this info?

A few guests have actually tried to outsmart hotels by making silly and outrageous requests just to see if we are watching. Here are a few actual guest requests:

Three M&Ms and a bacon portrait

Dustin Wray and girlfriend Lauren Taylor decided to spend the night at the Woodlands Resort in Houston after purchasing tickets to see their favorite singer John Mayer perform there.

When Dustin had completed the online booking for the hotel room a month earlier he couldn't resist having some fun when it came to the 'special requests' section.

Dustin requested: 'Three red M&Ms on the counter. Not packages, just three single M&Ms. One for me, one for my girlfriend, and one to split if we get hungry late at night. And a picture of bacon set on the bed. I love pictures of bacon.'

And sure enough, on checking into their room they were met by the M&Ms, which they shared, and the delicious photo of bacon.

Lovely stuff.



Please print out a picture of Alfonso Ribeiro and Jeremy Jackson and place on the bed like they're looking at each other



What's the most outrageous request you've ever received?

Cold Weather Fun!

- How many times a year does the sun set and rise in the Arctic?
 - Zero
 - Once
 - Twice
 - Twelve Times
- Which of the following conditions would help sound travel further and sound cleaner?
 - Just before it snows
 - When snow is fresh and fluffy
 - When snow is falling
 - When snow is smooth and hard
- Where do icicles most often form?
 - South side
 - North side
 - West side
 - East side
- What is the world record for the most snowfall in a 24-hour period?
 - 30" in Prince George, BC
 - 54" in Waterville, ME
 - 76" in Silver Lake, CO
 - 110" in Rimouski, Quebec
- Who invented the snowmobile?
 - Henry Ford, MI
 - Robert Francis St. Jean, Switzerland
 - Joseph-Armand Bombardier, Quebec
 - David Pushnell, CT
- How much snow is equivalent to an inch of rainfall?
 - 6"
 - 13"
 - 20"
 - 10"
- How tall was the world's largest snowman?
 - 113' 7"
 - 122' 1"
 - 131' 4"
 - 5' 2"
- In which year was the Walt Disney film Snow White and the Seven Dwarfs released?
 - 1935
 - 1937
 - 1939
 - 1945
- In the 2002 movie Ice Age, John Leguizamo was the voice of Sid. What kind of animal is Sid?
 - Snake
 - Sloth
 - Salamander



Winter Sudoku



Every row, column and mini-grid must contain the letters S N O W F L A K E. Don't guess - use logic



	A			L			N	
			O	N	E	A	F	
			L	F		W	O	
	L	K					A	S
S		A					E	F
	E	F					N	K
		W	K		N	S		
		S	O	F	L	W		
	F			S			O	



www.ActivityVillage.co.uk - Keeping Kids Busy

Cold Weather Trivia Answers:
1. b 2. c 3. a 4. c 5. c 6. b 7. b 8. b 9. b 10. c

Excerpted from an article written by Jason Frizzell, Select International

As the new year begins, people everywhere are making their own personal resolutions to better themselves or the lives of others. A quick search of some of the top resolutions made year after year include eating healthy, staying fit, and spending more time with family and friends. The underlying, reoccurring theme of each resolution is the fact that everyone is to a great extent trying to make this year even better than the last.

As HR professionals, there are many aspects of the workplace HR is responsible for and the role of HR seems to be continually expanding and becoming more crucial to organizations. Keeping in line with New Year's resolutions, there may be several ways to make this year better than the last for HR and your organization. One great way to start the year off is improving the hiring processes to increase the caliber of new hires, which can have a dramatic affect on vital organization outcomes. To embark on the journey of making this year better than last for HR and your organization, here are two ways to improve your hiring processes:

1.) Screening Tools and Pre Employment Assessments - Wouldn't it be useful before you made a decision to know that there is a good chance of your decision turning out favorable? Like any decision, the same is true and would be useful for the workplace, as well. Luckily, with screening tools and assessments, your organization can improve the prediction of identifying productive, high-performing, and dependable employees before you hire them. Reliable and valid assessments that assess motivational fit, core job-related competencies, and key attributes of effective performers can dramatically improve your organization's ability to hire the best candidates. The screening tools and assessments that you use for a target position should measure the skills and attributes most important for effective job performance in that position or job family, which could include a combination of different types of measurement such as motivational fit, personality, cognitive ability, and situational judgment, just to name a few.

2.) Improve Interview Processes - We all like to think we are a good choice of character and will be able to identify and hire the right person effectively through an interview. I know, personally, I have never made a mistake or been a bad judge of character this entire year... In reality, we all can be subject to the biases of interviewing if we are not careful, such as the "first impression" or the "similar to me" effects. Research demonstrates that even though candidates may be an actual poor job fit, the candidates that are pleasant and articulate score very well in traditional interviews. To prevent hiring a candidate that is a poor fit, using a structured interview process and training interviewers can eliminate the unproductive and inaccurate components of the traditional interview. By utilizing structured behavioral interviews and training hiring managers to conduct effective interviews, the interview process can be greatly improved and enhanced. With hiring managers learning the various facets and appropriate techniques to use during structured behavioral interviews, the organization will be well on its way to conducting valid, efficient, and legally defensible interviews. Use these simple interview process improvement suggestions to help you make the right hiring decisions and improve your organization's interviews for this new year and onward. After all, even hiring one poor fit candidate can have a dramatic, negative impact on your organization, including negative outcomes such as replacement costs, additional management time required for coaching, lost productivity, turnover, reduced employee morale, just to name a few.

One last tidbit of information about making a New Year's resolution is that research demonstrates 52% of participants in one study were confident of success concerning their new resolutions goals, but only 12% actually attained their goals. Is your organization equipped with the right tools to find, hire, and retain talent and be one of the few to achieve a new year's goal of creating a new and improved year in HR? Screening tools and improved interview processes are two of the numerous ways to help set you on the right track. So, why wait and start working on creating a better year in 2016?!

HR CORNER

We are utilizing a new company for background and credit checks. If you are not aware, or need a reminder as to the contact info for this company and our corporate procedures, please contact Suzanne.Baele@GreatAmericanHG.com

Is your sales message clear? Do prospective customers know what you are talking about? Writing with clarity is a critical skill for any sales professional. Here are a few tips to help you refine your writing skills:

Before you start writing you need to know what you are going to say. Organize your notes and write down your subject, your critical point, and an outline (basic structure) of your article/blog/letter.

Once you have your basic notes on the what you are going to talking about, you need to identify your audience. Your vocabulary, phrasing and demeanor will be different based on the demographic with whom you are talking. Obviously, children require the simplest, shortest, and most direct method of communication; contrary are those with vast knowledge and education. But, for the general public, it is important that you focus on the following:



Define unfamiliar words and concepts. Not everyone speaks with the same wordsmith. Not everyone knows what wordsmith means. *(A skilled user of words.)*

Write full sentences with correct punctuation. Don't litter your content with phrases; write short sentences to keep the reader's interest. They are also easier to understand and easier to read.

Vary your structure by adding one sentence paragraphs. By varying the structure, it makes your content scannable,

...stops the eye,
...and increases clarity.

Don't over-use clutter words (adverbs, adjectives, or other filler words like perhaps, now, that, in order, just, maybe....). Write your message, then go back and re-read it. Remove all the unnecessary, over-descriptive information, words and phrasing.

Don't use long words. To ordinary people they mean nothing. You will lose your reader if they don't follow or understand what you are saying. On the other side of the coin, don't be too simple. You want to command attention and you want to prove you are an authority on your subject. In other words, instead of "See Spot run." (which is too elementary), say "Our dog Spot loves to run." The miss sentence would be "While our beloved dog Spot loves to run, our yard is filled with mud and he oftentimes tracks footprints in the house." TMI and not critical to the reader.

Be consistent. Ever wonder about my blogs? My goal is to always write in the first person, interject humor and knowledge, keep the blog short and sweet, and to end with the same message.

Happy writing with clarity!

Linda

Roomer Has It

HAMPTON INN, EAST HARTFORD

Sales Manager Kattie Bonilla recently returned from her vacation in Turkey and Egypt. She and 4 others enjoyed a fun-filled, educational, and awe-inspiring trip.



GARRETT'S DESERT INN, SANTA FE

Traditions abound in Santa Fe during the holidays. Guests to the city and hotel are able to attend many festivals, tree lightings, holiday decor displays, art festivals & craft shows, and inspirational caroling performances.



Caroling on Canyon-Road - Photo by Steve Collins

What a great holiday tradition idea from the Homewood Suites Gateway Hills Nashua!

HEART OF HOSPITALITY wreath

This Holiday Wreath was lovingly hand crafted by Sandra Saunders in collaboration with the team at Homewood Suites by Hilton Gateway Hills Nashua. The wreath is made from clean, discarded hotel linens.

Please place this wreath somewhere you visit often but normally would not decorate (the back door, the garage, laundry room, basement). It will remind you that the true spirit of Holiday hospitality is making the ordinary things extraordinary. Each time you pass by remember that sometimes the things about you that make you special are the little things you probably overlook because they don't require special planning-they come straight from the heart.



Decking the Halls

It's beginning to look a lot like Christmas in Dover at the corporate office for GRAM. Everyone pitched in donning holiday decor around the office and hanging stockings with care.

Candy Grimbilas (left) and Candace Snelling (right) put the final trimmings on the office tree.

