

We rocked the vote



Association chairs Jamey Kitchen and Michelle Corry flank CEO Steve Hewins after the July 19 pro-merger vote at The Senator's Inn.

AUGUSTA, MAINE - In an historic vote last month, members from the Maine Restaurant and Innkeepers Associations agreed to form a single organization. A warm thanks to all our members who took the time to help make it official. We are HospitalityMaine!

Now we begin.

Our logo is in place and will soon anchor our new and improved website. When? Early October, shortly before the Maine Hospitality Summit, when most of us are just starting to surface for air.

Our Member, Marketing and Events Committee did a bang-up job collaborating with the logo design team at Workshop. Now, Page One Web Solutions is feverishly developing our website along with Your Membership, our operating and database system. Get

ready for more responsive, dynamic, new features.

Thank you to members Rauni Kew, Matthew Levin, Jane LeBrun, Jane Brett, Landace Porta, Ted Hugger, Leeanne Hewey, Millicent Kriste, Phil Kronenthal and Michelle Corry for your time and attention. Onward and upward.

* Our launch party is set for Oct. 4th at Geary Brewing in Portland. Details in events section below!

FORE!



Join us on the links! Participation in our Annual Golf Classic on September 5 helps support our continued work to keep Maine's hospitality industry strong.

Don't miss the opportunity to network with peers and strut your stuff on one of the best-conditioned courses in Southern Maine - Spring Meadows in Gray.

New this year: The Hickory Golf Challenge! Test your skills on a par 3 using 100-plus-year-old wood shaft clubs and replica gutta percha balls.



Rob Sprague will be our Bobby Jones for a day.

Prizes for longest and straightest drives, and first, second and third in two flights will be awarded. Teams of all skill levels have a chance to win!

Steak and lobster dinner follows the completion of play. No matter how you do. Breakfast and good cheer round out the event. [Register here.](#)

To sponsor contact Becky@MaineRestaurant.com

Maine Hospitality Summit Registration is open

All members are invited and urged to attend the second annual [Maine Hospitality Summit](#). This year we travel to Bangor, the Queen City, for a mix of education, socializing and professional development on October 29 and 30.

Panel discussions, keynote speakers and breakout sessions will cover pressing industry trends:

- * Tackling the workforce challenge
- * Eco-friendly practices and profitability
- * Managing and reducing restaurant costs
- * Revenue generating tactics beyond website bookings

CEO Steve Hewins will share the strategic vision for HospitalityMaine.

Our keynote speaker [Travis Mills](#), brings his message of



resilience against all odds.

The Army sergeant, who sacrificed parts of all four limbs serving in Afghanistan engages audiences from the moment he takes center stage.

Held at the [Cross Insurance Center](#) and [Hollywood Casino](#), the convenient location allows members to experience Bangor's revitalization.

[View the full schedule and register here](#)

MaineHospitalitySummit.com

Staying over? The following members are offering special rates:

[The Residence Inn](#) Oct. 28 to 30 (\$169 a night) Call: 207-433-0800 and reference Hospitality Summit or [book here](#)

[The Charles Inn](#) Oct. 28 to 30 (\$89.99) Call: 207-992-2820. Website promo code: INNKEEPER - Transportation provided.

[The Vacationland Inn](#) Oct. 28 to 30 (\$79.99) Call: 207-989-5450 Website promo code: INNKEEPER - Transportation provided.

[The Fireside Inn](#) Oct. 29 to 30 (\$119.99) Call: 207-942-1234 (reference the Maine Hospitality Summit).

[Hollywood Casino Hotel](#) Oct. 28 to 30 (\$99) (reference the Maine Hospitality Summit).

Member Spotlight: Cod Cove and Cedar Crest Inns



Jill and Ted Hugger outside Cod Cove Inn with their happy hound and cheerful gardens reflect on owning two inns.

Call it the five year itch. After running the 28-room Cod Cove Inn in Edgcomb for years, innkeepers Ted and Jill Hugger doubled their pleasure when [they purchased the Cedar Crest Inn](#) last winter.

"Even though we are open year round, it's a seasonal business. The Cod Cove is limited in how much we can grow it. We thought if we had another property we could hire a support staff and get us out of the day to day," said Ted.

As late summer ripens, that hasn't happened just yet. But the multi-faceted inn, a mile south from Camden Village, is getting more than a new paint job. The couple, married for 40 years, takes an organic approach to their growing hospitality empire and learn as they go.

"I am the world's best toilet plunger now; I should be certified," says Ted, who handles the marketing, books, business

development and anything that comes his way. In the last few years, the former advertising exec has learned a big lesson: "You have to be able to work in maintenance," to run an inn.

Far from glamorous, "maintenance is a huge thing and it's really important to the guest experience. Don't defer maintenance. If you fixed it when it broke it's done and will not blow up later. It saves you money."

When purchasing an established inn, "talk to the staff, you don't just go in and make changes without getting employee feedback," said Ted. "Do the bookkeeping so you know what's going on. Build systems. You have to build the fort." And, adds Jill, "take it slow." She wanted to make changes right away (remove the outdoor carpet, lose the lattice) but the avid gardener settled for focusing on curb appeal for season one.

The upside of two inns: "Ordering supplies is a lot easier when you have two properties, the quantity is giving you a discount. We brought a lot of our ideas to Cedar Crest." The top one? "Keeping coffee in the lobby all day and night," said Jill.

Vision for their new property? "I really want it to look just like the Cod Cove Inn. I want to have cedar siding, white, beautiful decks, no lattice. I like a very clean New England look with beautiful gardens, beautiful rooms. Patios. It will eventually have the charm that the Cod Cove Inn has," said Jill.

What have they learned about inn stewardship?

"Every property has a proper destiny that you should fulfill. An application that fits the building, the grounds, the area, its location, the clientele," says Ted, who plans to transition both inns to a more resort-like model.

How has the Maine Innkeepers Association helped?

"It's given us exposure, and we've meet people in the industry, which is really important. We both feel very strongly about being involved and giving back to the community and industry. Being involved in the association is a vehicle for doing that."

Member milestones

Toasting 30 years at Gritty McDuff's



Richard Pfeffer, publican, celebrates three decades as co-founder of downtown Portland's chief brewpub.

How do you stay in business for 30 years? Our love for what we do and always having the right people here. It has to do with the staff and how you treat them. That's more important than anything because they are the ones interacting with the public. We always have a great staff that people want to see.

You have three Gritty's now, so clearly the business is growing? It's a difficult time to grow because so many places are opening. We are inundated right now. Portland is blessed with a cornucopia of food and drink and it doesn't seem to be stopping. We are maintaining a relevance. The restaurant side is less age-dependent. At the bar we are figuring out how to appeal to a new generation and maintain the three to four generations of beer drinkers.

Advice for someone thinking about getting into the restaurant industry? I've watched people jump in, even people who are accomplished good brewers, and they think 'I am going to open a brew pub' and don't know the first thing about running a kitchen or manning a staff. If you don't know enough, have enough business sense, you have to get lucky. In today's world there are so many options and with social

media and cell phones it's a cruel world now and everyone's a restaurant critic these days. It's a tough climate. You have to be extremely well capitalized. There is no margin for error.

So you got lucky? When we started we didn't know anything, but we knew how to have fun. We made all kinds of mistakes. We just toughed it out.

Hospitality for Habitat handoff



Recently, Steve Hewins met with Habitat For Humanity board members from across the state with a mighty gift: A bounty of cash and checks from our annual [Hospitality for Habitat program](#). This year, a slew of members helped raise \$20,000 for this worthy shelter program. Thank you:

- * Mira Monte Inn & Suites
- * Bass Harbor Cottages & Country Inn
- * Blue Hill Inn
- * Harbour Towne Inn
- * Pilgrim's Inn
- * Camden Riverhouse Hotel & Inns

- * Maine Stay Inn & Cottages
- * Nonantum Resort

- * Hawthorn Inn
- * Inn by the Sea
- * Candlebay Inn
- * Harraseeket Inn
- * Captain Jefferds Inn
- * Captain Lord Mansion

- * Meadowmere Resort
- * Sebasco Harbor Resort

- * Newcastle Inn
- * Beachmere Inn
- * Dunes on the Waterfront

- * Tidewater Motel
- * Village by the Sea Hotel

Membership meter! Who joined us in the last month



The largest year-round greenhouse operation in New England, Backyard Farms ships fresh tomatoes to supermarkets and wholesalers within a 12-hour drive of its 42-acre growing center in Madison, ME.

[Maine Coast Fisherman's Association](#)
[Best Loved International](#)
[Backyard Farms](#)

Legislative Lowdown

Greg Dugal's e-report puts you in the know



The August edition is hot off the presses

- * H2B worker visas outlook for 2019
- * Update on Portland's proposed hotel linkage fee
- * Paid sick leave update
- * Summary of Question 1 for Nov. ballot

[Read it HERE](#)

Media Watch

Fork Drop! Portland was just named [Bon Appetit's Top Food City in the Country](#). And we are not at all surprised! Congrats to members DiMillos, The Shop, Fore Street and The Francis Hotel for mentions in the hottest story of the summer!

How hot is it in Maine kitchens right now? The Press Herald interviews local chefs on [Kitchen Nightmares](#).

Third generation innkeeper Jed Porta keeps it real. [MaineBiz interviews Migis Hotel Group's](#) owner on maintaining the family hospitality business.

A Portland institution closes. RIP Three Dollar Deweys! [Boston.com has a piece](#) on the history of this 40 year Old Port meeting place.

Industry Trends

Smart use of space, or logistical nightmare? Some restaurateurs use their establishment 's downtime for fun and profit. [Coworking anyone?](#)

AirBnB continues to emulate hotels, [Skift reports on its quiet hotel practices](#) that are building up inventory.

To fill the restaurant labor shortage, some restaurants across the country are turning to recruiters. [Hospitality talent agencies are on the rise](#).

Want to buy an inn in Southwest Harbor? [MaineBiz has the deets](#).

EVENTS

Annual Golf Classic - [Register Now!](#)

When: September 5

Where: Spring Meadows in Gray.

To register and/or sponsor this event [click here](#).

HospitalityMaine Launch Party

When: October 4

What: Toast our newly merged association at New England's first craft brewery! HospitalityMaine, Geary Brewing and BMI join strengths to show you a good time with music, hospitality and beer. Come boogie to a Nashville backbeat with a special Geary HM beer collaboration.

Where: Geary Brewing Company, 38 Evergreen Drive, Portland

Time: 4 to 7 p.m.

All members are invited.

Maine Hospitality Summit

When: Oct. 29 and 30

Location: Cross Insurance Center and Hollywood Casino, Bangor.
[Register here](#)



| send feedback, tips, and suggestions to
kathleen@mainerestaurant.com |

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