

HOTEL ENGADINERHOF PONTRESINA

A  "Grazcha fich" for your loyalty!

Guest information No. 27/2014

Allegra Dear Guests,

What a winter! The streets and pavements had just been cleared when the new snowfall covered them up again. The sheer amounts of snow hardly reduced the pleasant winter temperatures; the countryside remained blanketed in beautiful snow at all times. Spoilt guests keen to lap up the sun were a little short-changed this winter (apart from March), but instead there were fewer red-raw faces, i.e. sunburns. Irrespective of the idyllic winter, there is not a flake of snow to be seen now in April.

We enjoyed an extremely gratifying and successful winter season. After a considerable period of time we once again managed to increase our figures. We had a lot of children this season (as in the past: two children up to the age of twelve in their parents' room have accommodation and breakfast free of charge) and for the first time in years we witnessed an increase in very basic rooms. Quite interesting wouldn't you agree? As a result, sales per head dropped, but we are nevertheless very satisfied with the result.

In view of the fact that **Corina** wrote the last newsletter «almost» on her own, (I didn't have any time because I had to take our motor home out) she will immediately assist me in writing these lines. She evidently wants to prevent me from using offensive language, unfortunately!

Always something new

As we have been giving departing guests a little nut cake for their journey home for many years now, we felt it was time to come up with something new. There is something in the pipeline (read: blocked).

I hope it can be implemented in good time because we are not the only ones taking responsibility for it. Look forward to a surprise!

New welcome card

Comment by my cousin: you probably found your welcome card in the cellar - it looks like it's from the 1970s!

A man after my own heart! Unfortunately, because Bertram ordered so many cards last time we ended up destroying them by the box load - albeit with a heavy heart. The new cards are now ready, and are waiting to have your name put on them.

Decorations

Decorations can be seen wherever there is space in the hotel; this is a new challenge for me each season. I am often asked about it, which I take pleasure in but at the same time I ask myself if there is anything missing at the end of the season. A question I can clearly answer in the negative. That is not a matter of course today. It is often the case that you read or hear about all sorts of things disappearing from hotels. Shocking! In view of that, my dear guests, I would once again like to extend my **heartfelt gratitude**.

Anniversary



At the end of the season we enjoyed our traditional employee meals at Hotel Steinbock in Pontresina with very fine food and good wine. Our employee **Dora Gircz** was honoured for her 5-year anniversary. As ever she was

rewarded with a large gift hamper (specialities from Engadin) and the obligatory loyalty bonus of CHF 600.00. In the meantime, **Dora** spent six months elsewhere (Hotel Morteratsch) and has returned to us «presumably because it wasn't that bad at our hotel after all».

Bonuses

The bonuses are in each case geared towards the target set at the beginning of the season. In view of the fact that we hadn't achieved these goals in the last few years, we were all the more pleased at having the opportunity to pay a bonus (unfortunately, as a result I'll have to do without my new

cross-country skiing equipment). Each employee received their bonus at the end of season meal in line with their tasks and responsibility.

Employees

Ciro Arnone, service employee in the dining hall, is leaving us after 4 years and embracing a new challenge.

He is being replaced by **Fabian Häfelein**, who has been serving at our hotel in the pizzeria since December 2011.

Daniela Unfer is leaving us after just one season, and **Stanko Banovic**, a German national with Croatian roots, is assuming the role.

Natasha Fassilakis left us

As ever, this newsletter contains the updated figures - a passion of mine

Winter 2007/08	OS: 12,658	OC: 91.8%	HB: 11,377 = 89.9%	S: 1,551,921.00 = 122.60 p.P./guest
Winter 2008/09	OS: 12,372	OC: 91.6 %	HB: 11,394 = 92.0%	S: 1,597,963.00 = 129.15 p.P./guest
Winter 2009/10	OS: 12,517	OC: 86.6 %	HB: 11,428 = 91.3%	S: 1,605,716.00 = 128.30 p.P./guest
Winter 2010/11	OS: 10,840	OC: 82.8 %	HB: 9,876 = 91.1%	S: 1,485,235.00 = 13700. p.P./guest
Winter 2011/12	OS: 10,390	OC: 79.4 %	HB: 9,707 = 93.4%	S: 1,397,862.00 = 134.50 p.P./guest
Winter 2012/13	OS: 10,324	OC: 80.5 %	HB: 9,469 = 91.7%	S: 1,408,588.00 = 136.40 p.P./guest
Winter 2013/14	OS: 11,294	OC: 89.0 %	HB: 10,061 = 89.0%	S: 1,483,999.00 = 131.40 p.P./guest

OS = Overnight stays, OC = occupancy, OD = open days for business, HB = half-board, T = turnover, per day/guest = turnover per day and guest

Nationalities statistics winter 2013/2014

Switzerland: 8,423 OS = 75%, Germany: 2,437 OS = 21.5%

No other country achieved just 1% as always in the last few years !

Pizzeria statistics

Winter 2005/06:	389,643.45 = 2,951.80 each day	Summer 2006:	409,604.20 = 2,925.75 each day
Winter 2006/07:	386,424.10 = 3,142.65 each day	Summer 2007:	444,742.10 = 3,154.20 each day
Winter 2007/08:	432,492.30 = 3,728.40 each day	Summer 2008:	520,817.30 = 3,886.70 each day
Winter 2008/09:	444,605.25 = 3,674.40 each day	Summer 2009:	534,871.35 = 3,932.85 each day
Winter 2009/10:	469,897.40 = 3,820.30 each day	Summer 2010:	532,296.40 = 3,775.15 each day
Winter 2010/11:	448,411.30 = 3,297.15 each day	Summer 2011:	489,466.30 = 3,546.85 each day
Winter 2011/12:	371,476.50 = 3,044.90 each day	Summer 2012:	481,641.10 = 3,515.60 each day
Winter 2012/13:	406,107.40 = 3,384.20 each day	Summer 2013:	506,143.50 = 3,749.20 each day
Winter 2013/14:	464,245.50 = 3,517.00 each day		

at the beginning of February; i.e. she simply didn't turn up for work anymore. We will not be filling her vacancy at the reception because **Sophia Egger-Risch** is pleased to increase her workload to 70%. **Irene Rauch**, our only local working in the dining hall, was away all winter due to illness. She is now once again enjoying rude health (which I'm naturally happy about too) and is waiting until she can return at full strength in the coming summer (which means a lot of talk but good work). **Armando Conte**, our pizza baker, is leaving us after more than 5 years. His position is being taken by **Danilo Piscen** from Italy. He is a trained pizza baker and has already been working for

many years in Oberengadin. The quality of our heating oil. Thanks to this year's mild temperatures, we even managed to save some heating costs during the winter.

Refurbishing & maintenance

To our great surprise, our second hot water boiler needs to be replaced (the Office for the Environment and Energy will not grant a further extension), after 36 years of service (built in 1978). A time when Switzerland produced quality workmanship. To achieve the specified measurement data, we will first of all need to replace the burner – at a cost of CHF 15,000.00. The boiler will then be replaced at a later stage. Each year we use 80,000 litres of

Ski ticket price increase

The responsible commission for "Ski ticket included" has decided to increase the ticket prices for the coming winter from CHF 25.00 to CHF 35.00. This offer is now called hotel ski pass. This is how it works. The price of the ski pass is always linked to the number of overnight stays irrespective of how often you go skiing. This point leaves no room for discussion....

Private matters

Topic puberty & Nico:

Can you at all remember what puberty is? We now know all about it once again: music constantly on the go, trousers around the knees, a walk like John Wayne in his best years and comments such as "Hey man, chill out". Our son is definitely experiencing puberty. His voice is breaking and he is already taller than **Corina**, which when you think of her height of 159 cm is easily done. Nevertheless, **Nico** is still a child; he enjoys playing and when his friends don't notice he still cuddles up to us. We face a challenge on a daily basis: when should we be generous and when should we set limits? One of these limits applies to his "sacrosanct" iPhone. We requested one mobile-free telephone day each week! After all, **Nico** was given the option of choosing between Saturday and Sunday. He decided in favour of Sunday and abides by the rule (usually without grumbling). **Nico** enjoys going to school. Homework and learning remain a necessary evil.



slightly strained **Nico's** sense of humour. He was so offended, he didn't open an advent card the following day, which would have been a visit to the Alpmare Water Paradise. Thankfully, **Nico's** foul moods don't last very long. He got the Alpmare visit after all and **Bertram** got a sore bottom on the slide.

(Favourite) topic football:

I hope to see a repeat of the Triple (Championship win has already happened, DFB Cup Winner and, of course, winning the Champions League again) by Bayern Munich. The alleged boredom in the German Bundesliga doesn't bother either. I love winning.

Topic advent calendar:

We have prepared an advent calendar for **Nico** for years, and this year was no exception. **Bertram** discovered the material calendar one day in a world shop and brought it home. We fill it (during the November holiday) with cards, with our best wishes for the day and a little something (eraser); or a surprise such as "1 trip with Dad to the swimming pool". To vary things a little, we include surprise cards such as "1 x renunciation of pocket money". By doing so we

Without gentle persuasion **Nico** wouldn't achieve anything at all. "Experts" have told us that it will get better in two years' time (perhaps we can give him away for these two years, and then take him back again).



Topic Easter:

In view of the fact that the pizzeria is open until Easter, the daily office work needs to be done. Normally, this falls within our area of responsibility.

But this year, **Bertram** actually brought himself to assign this task (following daily «nagging» by **Nico** and me). The incentive was a promise of a good meal (not necessary cooked by me) and at least 4 fine and appropriately sized Lindt chocolate Easter bunnies in the fridge of the motor home (how easy it is to satisfy men, or does this only apply to **Bertram**?).

Hurray – we are going on a four-day Easter holiday for the first time in 16 years. Instead of going south, we decided in favour of Tyrol.

Topic holidays:

Unfortunately, **Nico** only has 2 weeks official holiday at the grammar school, and the great "joker days" no longer apply. However, the school grants local pupils an additional week during the May holidays.

The question is whether or not our son will miss too many lessons during that holiday week. However, we gained the impression that **Nico** is currently not learning much, and not attending school would not make a difference.

Nico would like go on holiday in a German or English speaking country. According to him, after six months of lessons, he understands English better than Romansh (which I venture to doubt). However, when you mention the word "England", **Bertram** sees Wellington boots and umbrellas. As a result we prefer to avoid it as a holiday destination. Following the long Engadin winter, Sardinia could be a promising destination with great temperatures and sun.

Topic weight:

In spring, Bertram lost an amazing 8 kilogrammes, and his weight has settled at a wonderful 80 kilogrammes. However, it is a mystery to me how he managed it with his healthy appetite (N.B. **Bertram**: not a mystery to me, just iron will!).



Giovanni Segantini



In that respect I am not talking about the three healthy meals a day (in his case with generous portions), but rather the different sweets that he enjoys in between meals.

Woe betide there are no chocolate, jelly babies or biscuits in the fridge. He immediately pipes up with "Doesn't anyone go shopping in this place?"

Sugar is known to raise the "good mood hormone". Consequently, as a loving and conscientious wife I continue to bring heaps of the stuff home.



We look forward to welcoming you again soon.
Hope you have a sunny spring.

A REVAIR SEE YOU AGAIN!

and employees