



# HOTEL

# ENGADINERHOF

## PONTRESINA

Guest information no. 29 / 2015

### *Allegra, dear guests*



Illustration: Bruno Haberzettl

This is how we began the winter season on 19 December. Fortunately, dear guests, neither the lack of snow nor the weak euro kept you away. We would like to take this opportunity to **thank you very much**.

Finally, in mid-January, the much-anticipated snow arrived.

As you can see from the statistics, the rather varied winter in the hotel ended up being satisfactory after all, thanks to you. The pizzeria tells a different story. Here the euro exchange rate became very noticeable, especially in March. There is nothing we can do about that – and we are still doing fine.

## Anniversary

We are pleased to introduce you to 4 people who are celebrating an anniversary. We celebrated these anniversaries with our staff at the Sporthotel Pontresina and presented our hamper to them and the loyalty bonuses of 600 and CHF 2000.



**Irene Rauch** is a local who celebrated her 5-year anniversary. She works in the dining hall on an hourly basis and also helps the crew when it's particularly busy. Everybody knows (and hears) our **Irene**.

**Egidio Nazzari**, the chef in the hotel kitchen, also celebrated his 5-year anniversary. He is a very nice chap with particularly good manners.

Our service staff member **Viktorija Grujic** from Serbia is already celebrating her third major anniversary (5, 10 and 15 years). She works in the dining hall. Colleagues and guests alike appreciate her calm and balanced nature.

**Giuseppe Anelo**, our handyman, also celebrated his 15-year anniversary. **Giuseppe**, a bricklayer by trade, has been with us since 1999. He has become our all-round handyman – and hardly anyone is better at laying tiles than he is. The Swiss way

## Reception

After the hotel closed **Lisa** worked in the office on Monday morning not suspecting anything. Suddenly our four handymen were in the room starting to dismantle things all around her. In response to her bewildered look **Bertram** explained to her that the reception is being renovated (which **Corina** had been hoping for for a long time). When **Lisa** asked him how long he had known about it, **Bertram** said: "since this morning". Dear guests: We're excited to see what our new reception will look like.



## Hall

Our hall, which you all like to spend time in, will also be given a facelift. We are recovering our armchairs and benches, reconditioning the armrests and laying a new carpet.

## Teddy bears in the rooms

Dear guests, the teddy bears in the rooms are for decoration. They weren't left behind by small children or forgetful senior citizens. You may purchase them at reception at cost.

At the end of the summer season we will send all the teddy bears to the relief organisation "ethos open-hands" in Romania. The more bears there are, the more children will get one.

## Staff

**Egidio Nazzari**, who has been celebrating his anniversary recently, will leave us at the end of the season.

**Marco Bonetti** from Italy will join the team in the summer.

**Katharina Enzian**, who we know from the dining hall, surprised us by coming back, but she is now moving to Basel again to be with her boyfriend. Her position as assistant chef de service will be taken over by **Fausto Della Costa** from Italy.

Our two maids **Maria Alzira Carvalho** and **Paula Monteiro** have found new challenges. They will join **Maria Martins** and **Tania Duarte Gerardo**, both from Portugal, in room service.

Our receptionist **Sophia Egger**

found a full-time position. She will be replaced at the beginning of June by **Laura Pedroncelli** from Italy.

**David Pohl** will not come back to us next summer. The position of chef de service will be taken over by **Dora Gericz**. You know her from the dining hall and from the pizzeria.

The position of **Dora Gericz** will be taken over by **Angelo Greco** from Italy.



### Our Lisa got married (Bertrams Mona-Lisa)

Lisa tied the knot on 18 April and went on honeymoon with her better half. We wish both of them the very best.

## Statistics

I don't have a knack for numbers, unlike **Nico** and **Bertram**, which is why I am not flaunting the statistics on the first page. I hope that the people who do like numbers will forgive me. Not having a knack for numbers also has some convenient aspects. As soon as I have bought and paid for something I don't remember what it cost. And when my husband asks me how much it cost, I only remember some vague figure; for example 200 francs, which could mean as much as 299 (note from **Bertram**: unfortunately, that's true; only when it comes to counting my mistakes **Corina** suddenly has a superb memory).

### Hotel winter statistics

Winter 2009/10	OS: 12'517	OC: 86.6%	HB: 11'428.--	= 91.3%	T: 1'605'716.--	= 128.30 per day/guest
Winter 2010/11	OS: 10'840	OC: 82.8 %	HB: 9'876.--	= 91.1%	T: 1'485'235.--	= 137.00 per day/guest
Winter 2011/12	OS: 10'390	OC: 79.4 %	HB: 9'707.--	= 93.4%	T: 1'397'862.--	= 134.50 per day/guest
Winter 2012/13	OS: 10'324	OC: 80.5 %	HB: 9'469.--	= 91.7%	T: 1'408'588.--	= 136.40 per day/guest
Winter 2013/14	OS: 11'294	OC: 89.0 %	HB: 10'061.--	= 89.0%	T: 1'483'999.--	= 131.40 per day/guest
Winter 2014/15	OS: 10'614	OC: 84.0 %	HB: 9'524.--	= 89.5%	T: 1'433'674.--	= 135.00 per day/guest

OS = overnight stays, OC = occupancy, HB = half-board, T = turnover, per day/guest

**Nationality statistics winter 2015:** Switzerland: 84%, Germany: 14%, other nations 2%

### Pizzeria statistics

Winter 2009/10:	469'897.40 = 3'820.30 per day
Winter 2010/11:	448'411.30 = 3'297.15 per day
Winter 2011/12:	371'476.50 = 3'044.90 per day
Winter 2012/13:	406'107.40 = 3'384.20 per day
Winter 2013/14:	450'476.50 = 3'044.90 per day
Winter 2014/15:	396'247.60 = 3'274.75 per day

Summer 2010: 532'296.40 = 3'775.15 per day
Summer 2011: 489'466.30 = 3'546.85 per day
Summer 2012: 481'641.10 = 3'515.60 per day
Summer 2013: 506'143.50 = 3'749.20 per day
Summer 2014: 442'754.30 = 3'329.00 per day

## Private matters

### On the topic of holiday & football:

As you will know by now, we always use the caravan for our family holiday in May. This year the men have been invited to a football match, Vizekusen against Bayern Munich, which takes place right at the beginning of our holidays, on 2 May. Since the match will be held in Leverkusen, we will start our holidays up north.

**Bertram** will first tow his beloved motorcycle to the Back Forest.

**Corina:** The earlier, the better. (note from **Bertram**: Thank you my darling, I love you too, it used to be different). **Nico** and I will set off a bit later and we will all meet in Leverkusen. Where we will go after this «important» football match, we're not sure, but we are very much looking forward to spending time together.

### On the topic of Nico & school:

**Nico** still likes school. It's not so much about the lesson as about having fun with his friends. The more fun he has, the less he remembers of the lessons (and he has lots of fun). He will now have to work hard at home under my close watch to catch up.

**Bertram** is more relaxed about the situation. On a whim, he promised **Nico** a new iPhone if **Nico** manages to get an average mark of 5 in the next semester. I thought such a reward was over the top, but when he gave this motivational aid **Bertram** was more than justified in thinking that his money will stay firmly in his



wallet. To our delight **Nico** did surprisingly well and we can't wait for the results – did **Bertram** make a rash promise?

### On the topic of Nico & ice cream:

When **Nico** was four years old he announced one day that he no longer liked Möwenpick vanilla ice cream. He much preferred Frisco Findus. And so we asked our staff to bring **Nico** some Frisco Findus ice cream, but it was still a Möwenpick one. (Dear guests, of course we only take such measures when it comes to **Nico**!) Last January **Nico** and I (on our way to Agadir) spent a night in Zurich. After dinner the only ice cream on the dessert menu was by Möwenpick. Of course **Nico** preferred not to have any dessert

rather than eat Möwenpick ice cream. I was getting fed up with this and told him straight out that like a good boy he had been eating Möwenpick vanilla ice cream for 10 years. He simply thought that he was eating Frisco Findus ice cream. We had a good laugh about that. The scales fell from his eyes when he realised that he had been lugging home buckets of vanilla ice cream for years in their original Möwenpick packaging (note from **Bertram**: what is it that my son does at the grammar school?).

**(Favourite) topic football:**  
**Bertram** is still in seventh heaven because of «his» world cup.



Nico in Agadir.



Just a few chores. . .

We would be delighted to welcome you again at the **ENGADINERHOE**  
In the meantime, we wish you all the best, and health and  
happiness!  
Best wishes  
+  
**NICO** and staff