

HOTEL

ENGADINERHOF

PONTRESINA



Allegra, dear guests

Guest information no. 30/2015

The glorious summer has, weather-wise, more than compensated us for last year. Here, too, the thermometer (measured in Samedan) rose to a pleasant 27°C. For us mountain people it was almost too hot – but the lowlanders felt great in the scorching heat. So it couldn't have been the summer weather that caused the number of overnight stays to drop. The strong franc is probably the main reason why many Germans stayed away from Switzerland and the Swiss went to the neighbouring Austria or other European countries. We are all the more grateful, dear guests, that you continue to spend your precious holiday with us.

A big, heartfelt thank you to you.

I know we say this in every letter, but we can't say it often enough. In an age where you can get bargain prices and book holidays at the last minute, it cannot be taken for granted that you keep coming back to us. Thank you very much.

Impressive Bulgaria

We invited 100 people from Bulgaria to the **ENGADINERHOF** 100-year anniversary ten years ago. The IVCG association (international association of Christian businesspeople) took care of the programme and turned

this holiday week into a great experience for these guests. In spring 2015 we received a return invitation. Before the start of the summer season we flew to Sofia with **Nico**. The people responsible at the time, Detschko Svilenov and

his wife Sveti, accompanied us for four days as we travelled this beautiful, green country. Our former guests received us like kings. Their gratitude (10 years later!) and their warmth put us to shame. An impressive trip.

A "Bulgarian monastery" in the Engadin

During our trip to Bulgaria we visited a monastery; the archimandrite, Father Antim, gave us a very warm welcome. Most of the nuns spoke good English, which made it easier for us to communicate. Our companion, Detschko Svilenov, asked whether he and the monastery residents could spend a few days' holiday with us. We offered one week in autumn, covered the costs and organised a programme for that week. For one week, eight cheerful, humorous and inquisitive nuns were our guests, the oldest only 39 years old, accompanied by their archpriest and future bishop, Father Antim. Of course this striking group attracted attention wherever they went. Even the local police called the hotel to make sure everything was fine. I am not sure who had received a gift after that week: we or the nuns.



Anniversary

At the end of the summer, we celebrated the end of the season with our 2 jubilees and all employees at the Kochendörfer's Hotel Albris (my favourite restaurant).



Henrique Duarte Teixeira, who stands in for the pizza maker in the pizzeria and ensures that everything runs smoothly in the restaurant, celebrated his **10th** anniversary. **Henrique** is an all-round handyman. He and his family have totally integrated here in Pontresina. Unfortunately, he is now leaving us after all this time.



Susete Pinto Maghales is celebrating her 5-year anniversary. As the room service chamber maid Susete is the team's "turbo" package. She is nimble and fast (**Bertram**: and pretty). These two jubilees also received our hamper and the loyalty bonus of CHF 600 and CHF 1200 respectively.

Employees

Unfortunately, **Tania Duarte**, one of our chamber maids, is leaving us. **Branko Milevic**, called **Longo**, the long-standing staff member in the dining hall was offered a position as head barkeeper in St. Moritz, and, as that's his area of expertise, he accepted it.

Next winter, the new dining hall staff members are **Katarzyna Ghinea** from Poland, **Laura Sanna** from Italy and **Richard Porpaczy** from Hungary.

Stanko Banovic will move from the dining hall to our pizzeria. **Miguel Abbatangelo** is leaving the pizzeria and the vacancy will be taken over by our chef **Marco Bonetti** from **Paolo's** kitchen team; his place in the kitchen will now be taken over by **Fabrizio Carcer** from Italy. **Andrea Hille** is leaving us after five seasons. Her position at reception will be taken over by **Irene Ferralasco**, a graduate interpreter from Italy.

Hotel summer statistics

No matter what the numbers looked like (and they look rather depressing this year, to put it mildly), this has always been Bertram's favourite activity.

Summer 2009: OS: 18'377 WD: 133 OC:102,3 % HB: 17'235 = 93,8 % T: 2'176'792 = 118.45 per day/guest
Summer 2010: OS: 17'824 WD: 133 OC: 99,2 % HB: 16'911 = 94,8 % T: 2'135'643 = 119.80 per day/guest
Summer 2011: OS: 17'290 WD: 126 OC:101,1 % HB: 16'202 = 93,7 % T: 2'162'898 = 125.10 per day/guest
Summer 2012: OS: 16'449 WD: 133 OC: 91,6 % HB: 15'542 = 94,5 % T: 2'079'964 = 126.45 per day/guest
Summer 2013: OS: 16'036 WD: 126 OC: 94,3 % HB: 15'086 = 94,0 % T: 2'019'746 = 125.95 per day/guest
Summer 2014: OS: 15'598 WD: 119 OC: 97,1 % HB: 14'720 = 94,4 % T: 1'952'606 = 125.20 per day/guest
Summer 2015: OS: 14'312 WD: 119 OC: 89,1 % HB: 13'525 = 94,5 % T: 1'871'435 = 130.75 per day/guest
OS = overnight stays, OC = occupancy, WD = working days, HB = half-board, T = turnover, per day/guest

Nationality statistics summer 2015

Switzerland: 12,668 OS=88.5%, Germany: 1,147 OS = 8%, no other nation, as always over the past few years, even reaches 1%! We have lost exactly 500 overnight stays from Germany and another 700 overnight stays from Switzerland!

Pizzeria statistics

Winter 2009/10: 469'897.40 = 3'820.30 per day	Summer 2010: 532'296.40 = 3'775.15 per day
Winter 2010/11: 448'411.30 = 3'297.15 per day	Summer 2011: 489'466.30 = 3'546.85 per day
Winter 2011/12: 371'476.50 = 3'044.90 per day	Summer 2012: 481'641.10 = 3'515.60 per day
Winter 2012/13: 406'107.40 = 3'384.20 per day	Summer 2013: 506'143.50 = 3'749.20 per day
Winter 2013/14: 450'476.50 = 3'044.90 per day	Summer 2014: 442'754.30 = 3'329.00 per day
Winter 2014/15: 396'247.60 = 3'302.05 per day	Summer 2015: 453'164.30 = 3'381.80 per day

Private matters

On the topic of holiday: Things are never what you expect them to be. We scrapped our holiday plans in the spring and spontaneously decided to take the caravan to Spain. Two weeks later **Nico** and I flew back home, and **Bertram** stayed another whopping four weeks. Tanned (**Bertram** clearly rode his motorcycle topless) and well rested (certainly in the case of **Bertram**) we met up again in Ticino.



Nico's i-Phone also involved when it comes to "private" foot care.

On the topic of Nico & school: **Nico** got a doctorate. I was about to lean back and take a sigh of relief when I got an email on the last day of school from the Italian teacher. **Nico** and his friend were thrown out of the classroom. **Nico's** letter of apology was attached. Of course it wasn't signed by us as requested by the teacher, and (unsuspected by us) it said something like this: I, Bruno the model student,



Nico's sense of order?

was thrown out although I was innocent. . . His friend's letter started as follows: I, Yves, the cameraman, apologise. . . The names "Bruno & Yves" came from a video trailer. (**Bertram**: he must have inherited these attributes from his mother.) The class was divided in half for the new school year. They took this opportunity to separate the pupils who caused the most disturbance, **Nico** and his friend (unfortunately, this class division does not apply to the Italian class).

Nico's class flew to Romania before the autumn break on a

humanitarian mission. Even though the geography teacher who accompanied them is disciplined and strict (even in my time he had all our respect), all pupils always want to go (the trip is voluntary). That's a good sign! **Nico's** statement about this week: "legendary".

On the topic of Nico and the iPhone: Perhaps you remember the i-Phone topic? **Nico** was not given one because he did not get the average grade we wanted him to. To buy his own, **Nico** worked as an (assistant) janitor on Saturdays in the hotel. We were delighted about his effort and commitment, and it once again confirms that it is good for young people to earn their own money (**Bertram**: there is something good about wanting an i-Phone after all).

On the (favourite) topic of football: **Bertram** and **Nico** still consider themselves the football world champions (as if

they had won the matches) and they will continue to do so until the next world championships in 2018. They are also both hoping for the Champions League victory of Bayern Munich and of course Germany as the European champions of 2016. If this does happen, then you, dear guests, will have this explained to you in great detail over your welcome aperitif – have fun! I know all about that already (**Bertram**: as a Swiss person, my wife doesn't have much to celebrate when it comes to football).



**We wish you a Merry Christmas,
and we look forward to welcoming you again soon.**

and staff