

## **Hotel Engadinerhof Pontresina**

### **Guest Information no. 28 / 2014**

#### ***Allegra, Dear Friends and Guests***

“Nach em Räga schint Sunne” (After the rain comes the sunshine) – who doesn’t know this well-known Swiss song from 1945 (note **Bertram**: «me for example»). This is why we are optimistic about the coming winter season. We can’t complain about a lack of sunshine this year, wouldn’t you agree?

#### ***A very big thank you***

Let’s address the summer season first. Because you, dear guests, spent your holidays with us irrespective of all the weather forecasts, our figures for the overnight stays have remained constant in terms of capacity utilisation.

We very much appreciate the fact that you didn’t complain to us about the weather – in particular because we couldn’t have done anything about it (the farmers too were at pains to get their hay dry). By contrast much to the enjoyment of nature, or fauna to be precise! If a tree is felled in 100 years from now, based on the tree’s rings it will be clear that it enjoyed a good summer in 2014. On reflection, it was also a beautiful summer – full of colours and luscious green. Of course let us not forget that autumn showed itself from its most beautiful side.

As always, this Guest Information newsletter contains my beloved and up-dated statistics. In the last two years we were no longer able to fill the first and last week of the summer season, and for economical reasons we then decided to adjust the opening times accordingly. The reduction in the summer season from 19 to 17 weeks naturally means that we have seen a huge slump in the overnight stays and consequently in sales.

The pizzeria statistics show that our patio business was literally a washout. The generally poorer capacity utilisation in the area was also a contributing factor.

## **Anniversary**

There were no anniversaries to celebrate this year, but it didn't stop us from seeing the season out with our employees. The occasion was marked at Hotel Müller with fine food, excellent wine and stellar service. Many congratulations to our colleagues.

## **Employees**

**Catia Cavaco** is leaving us at the end of the season because she is expecting her second child. **Maria Carvalho**, a Portuguese «fellow countrywoman» is assuming her task. This means the women's team, responsible for the storey, is once again complete.

The bar will be run by **Simona Gabas** from Italy who looks back on a wealth of experience and has a very good understanding of German, while **Pèter Balazs** is leaving to take up a new challenge.

After 2.5 years in the pizzeria and one season in the dining hall, **Fabian Häfelein** is leaving to take up a one year position.

We are pleased to announce that the popular **Katharina Enzian** (the woman with the most earrings in the hotel) is assuming his position. Following positions in Scuol and Basel, she is returning to us at **ENGADINERHOF** and shall be taking up the position of **David Pohl's** deputy.

Now we are complete (not us, the team), we are happy to welcome the arrival of winter!

## **Painters**

We finally appointed a painter on a permanent contract basis at the beginning of September. Throughout the year there is so much work to be done outside and inside the building. **Wilfried Hille** (called **Willi**) is a painter and varnishing master craftsman, German citizen and the husband of our receptionist **Andrea Hille**.

## **New bathrooms**

New bathrooms will be fitted in rooms 111 / 211 / 311. These rooms will now be amended from B/C (which will therefore be rescinded) to category C. The rooms have already been completely refurbished.

## **Luggage transporter**

Our VW bus can transport (or should that be carry?) eight guests. However, if 20 or more persons arrive simultaneously by train, the luggage section in the car is too small. To alleviate the situation, **Bertram** spontaneously decided to purchase a trailer. The spin-off is that **Bertram** can simultaneously

take his much loved motorcycle (dry and dust-free) on autumn holidays with him. What a coincidence, wouldn't you agree?

### **Advance payment**

A delicate topic, but inevitable as a result of our experience. We hope our foreign guests will understand our need in the future to impose a 75% advance payment on the total amount. This corresponds with the compensation amount in the event cancelled bookings.

We recommend our guests to take out cancellation insurance. It is inexpensive and avoids unnecessary annoyance.

### **HOTEL SUMMER STATISTICS**

Summer 2014: OS 15.598    OD: 119    OC: 97.1    HB: 14,720 = 94.4 %    T: 1.952.06 = 125.20 per day/guest

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

### **NATIONALITY STATISTICS FOR SUMMER 2014**

Switzerland: 13,467 OS = 86.3%,

Germany: 1,647 OS = 10.6%,

As always in the last few years, no other country notched up just 1%!

### **PIZZERIA STATISTICS**

Winter 2013/14: 450,476.50 = 3,044.90 each day

Summer 2014: 442,754.30 = 3,329.00 each day

### **PRIVATE MATTERS**

**Topic holidays:** when on holiday **Bertram** can really unwind and relax! **Nico** and I were able to 'benefit' from that during our May holidays with the motorhome. Our first stop during the tour was north Germany, namely the island of Fehmarn. A wonderful island for cycling.

In view of the fact that **Bertram** is always exemplary in the way he safely stows his valuables (?), we looked for days to find the credit card to pay for our various expenses.

The happy day came when he discovered the card by coincidence in the shoe he was putting on (in the motorhome exterior compartment).

We were finally able to pay the bill, and continued our trip to Lake Constance.

On arrival at the camping site in Hagnau, we were provided with keys for the sanitary facilities and **Bertram** was the only one who used the key. On our day of departure I paid the invoice at the reception and was the recipient of the most reproachful looks because suddenly the key couldn't be found, resulting in the loss of the € 25 deposit. We started the motorhome engine and lo and behold the said key was on the car key ring (**Bertram**: «actually exemplary»).

From Lake Constance, which in the meantime was rained out, we drove to Ticino in the «sunny south».

At Affoltern a. Albis we stopped at a service station. We were almost the only guests. Three hours later in Tenero, **Bertram** realised that he had left his jacket in Affoltern a. Albis, of course with all the credit cards and the keys! (they would have been safer tucked away in his shoe). This prompted a three-hour drive back in the rain!

Luckily, an employee had put the jacket aside, and **Bertram** beamed when he once again took possession of the jacket, and contents. The day therefore ended with an unscheduled stop in Lake Lucerne.

#### **Topic brief holiday break with Nico:**

We closed our hotel halfway through **Nico's** autumn holidays. As a result, **Bertram** was able to spend a few days with **Nico**, of course with the motorhome. They decided in favour of Hagnau (Lake Constance). For the men, holidays means sailing, playing football, eating well and enjoying football games (with Bayern Munich involvement) on the television stress-free, without **Corina**. Make sure you don't do too much (we get enough of that when **Corina** the «sergeant-major» is around).

#### **(Controversial) topic Nico & school:**

At school a recital competition was held in which all pupils in the classes 1 to 4 compete against each other. Following a preliminary decision, a jury made up of three teachers decided on the top three. **Nico** decided in favour of a poem «What is love?» about a professor who asked his pupils about a river called love. In that respect the pupils provided the **wackiest** (**Corina's** words!) answers. It was a humorous poem that earned **Nico** many laughs. Ultimately he won third place, and in German was given a grade 6 from his teacher. What a favour, after achieving a decent 2.5 in the pronoun exam.

**Topic Bertram's holiday:** **Bertram** embarks on his holiday in his motorhome full of anticipation, without the wife and pubescent teenager. He takes his motorcycle with him (trailer!) and gets to know the lay of the land during long tours.

**(Favourite) topic football:** no comment.

PS: If you are asking why there are no pictures of **Corina** it is because we still need a bit of practise with the timer setting.

We look forward to welcoming you to ENGADINERHOF and hope you enjoy a pleasant Advent season and a happy festive season