

HOTEL

ENGADINERHOF

PONTRESINA

Allegra, dear guests,

That's what we call good timing. I can't remember it ever having rained this much in the Engadin region between mid-April and mid-June. But just before re-opened, the weather changed and we had a wonderful summer.

We were also pleased to welcome guests who had not been to the Engadin for a long time. But still, overnight stay statistics did drop slightly (-1.6%). The monthly overnight stay statistics of Pontresina captures the figures for all hotels, and to our delight we had the most overnight stays in town (per day that we were open).

We owe this to you alone, dear guests.

Anniversary

Our **Lisa Orsini (Bertram's Mona Lisa)** "finally" had her 5-year anniversary. "Finally" - because for a few years she was with us only during the winter season and spent the summer working in Ticino. One day we managed to convince her that the summer is beautiful up here, and so she stayed. We celebrated with her and all our staff at Hotel Steinbock. **Lisa** received our gift hamper and the obligatory CHF 600 loyalty bonus.

Employees

Dining hall: **Dora Gircz**, our chef de service, is leaving us to move to Chur with her life partner. Her position will be taken over by **Stanko Banovic** from

Germany, who used to mostly work in the pizzeria. **Katarzyna Ghinea** and



"Mona Lisa" and Bertram the Power-Duo

her husband are going back to Poland. She will be replaced by **Gabor Schmidt**, who is from Hungary and a work colleague of **Richard's**. And this winter the team will have a new member in **Monia Speziale** from Italy.

Pizzeria: **Violetta Santa** is moving to Lucerne. Her position in the service team will be taken over by **Peggy Schmidt** from Germany. Other new members of the team are **Sandra Melo Ferreira** from Portugal and **Leandro Saly** from Italy. Our chef **Marco Bonetti** has taken on a new challenge in St. Moritz. **Dragos Banea** from **Paolo's** kitchen crew will take over from him. **Marco Ciccarino** from Italy is joining **Paolo's** kitchen crew.

Reception: **Andrea Hille** is coming back to us! She is taking over from **Irene**

Ferralasco. And the reception team will grow by 40% in the shape of **Vitoria Batista** from Portugal, who you already know from the service team.

Bertram is expecting a strong winter season. Our entire staff was expanded. I call that optimism (I hope he is right at least as far as this is concerned).

New pillows

We replaced 160 feather pillows in the middle of the season. "3-chamber pillows for the highest standards in the luxury hotel sector" - that's how they were described. Now, with the new pillows and the fresh mountain air, there is

nothing stopping you from having a good night's sleep. We washed the old pillows,

checked them, and sent them to Romania via the "ethos open-hands" aid organisation. The "elephants" in the rooms are also going to Romania. Of course, the aid organisation does not just rely on the items we provide, it also needs financial support.

New website

We have to redesign and update our website to move with the times (luckily without me). The website is to be more user-friendly without losing its "identity". Please visit our website (once it's up) and benefit from the digital advantages.



Hotel summer statistics

We do believe that one day our figures will improve again. We lost 273 OS and very much hope that we have reached the low point.

Summer 2009:	OS 18,377	DO: 133	AL:102.3%	HB: 17,235 = 93.8%	U: 2,176,792 = 118.45 T/g and g
Summer 2010:	OS 17,824	DO: 133	AL: 99.2%	HB: 16,911 = 94.8%	U: 2.135.643 = 119.80 T/g and g
Summer 2011:	OS 17,290	DO: 126	AL:101.1 %	HB: 16,202 = 93.7%	U: 2,162,898 = 125.10 T/g and g
Summer 2012:	OS 16,449	DO: 133	AL: 91.6%	HB: 15,542 = 94.5%	U: 2,079,964 = 126.45 T/g and g
Summer 2013:	OS 16,036	DO: 126	AL: 94.3 %	HB: 15,086 = 94.0%	U: 2,019,746 = 125.95 T/g and g
Summer 2014:	OS 15,598	DO: 119	AL: 97.1 %	HB: 14,720 = 94.4%	U: 1,952,606 = 125.20 T/g and g
Summer 2015:	OS 14,312	DO: 119	AL: 89.1%	HB: 13,525 = 94.5%	U: 1,871,435 = 130.75 T/g and g
Summer 2016:	OS 14,039	DO: 119	AL: 87.4%	HB: 13,052 = 93.0%	U: 1,845,376 = 131.45 T/g and g

OS = overnight stays, OC = occupancy, DO = days open, HB = half board, T = turnover, T/g and g = turnover per guest and day

Nationality statistics summer 2016

Switzerland: 12,730 OS = 90.6%, Germany: 970 OS = 6.9%, like in the previous years, no other nationality even reached 1%!

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
Winter 2015/16:	381,000.60 = 3,228.85 per day	Summer 2016:	412,214.30 = 3,220.40 per day

Room renovations

Rooms 312 and 322 on the third floor will be renovated. And so our own "handymen" will have plenty of work mid-season.

Christmas 2016

Dear guests, when was the last time you had a traditional Christmas? Spend the festive season with us and celebrate a wonderful Christmas here at the

ENGADINERHOF from 19 to 26 December.

Private matters

On the topic of holiday: Our cruise in spring from Dubai to Nice was fantastic. The weather was nice and the temperatures hot. We managed to unwind and relax very well. Well okay, given that we had 19 days of doing nothing, that's not really surprising.

In the autumn, **Nico** and **Bertram** went to Spain in the caravan. **Nico** came back ten days later and **Bertram** stayed until mid-November. **Bertram** and I will then fly to the Caribbean for two weeks. It's



my birthday present (what a shame that I'm not 50 more often)!

On the topic of Nico & school: It was **Nico's** own idea to go to Cambridge and attend an English school in the summer holidays. Just before his departure, I noticed with horror that **Nico's** summer holidays didn't start until half a week later. The school was generous and allowed **Nico** to leave for his language course in time. And because **Nico** left school early, his school report was sent to us. Until now **Nico** has not asked us about it even once. Incredible, isn't it? He is definitely not taking after me. According to my men, when I was at school I was probably like Hermine Granger from Harry Potter (note from **Bertram**: an eager and overly hard-working pupil who sits in the front row and raises her hand as soon as the teacher asks a question).



After **Nico's** English course abroad we spent a week of the holidays together and I used the time to talk to him about his plans for the future. Nico was determined to continue to attend grammar school (note from **Bertram**: it's easily said when you're relaxing in a deck chair).



The surprise came in the third week after school started. **Nico** let the cat out of the bag and told us he no longer wants to go to school. Great, such a short time after the start of school?!?

Nico decided he wants to do an apprenticeship in hotel management. He already applied to several hotels (he wants to be a hotelier like his father). Until early December **Nico** attended a language school in Florence and from January he continued his English course in England. And on 12 December he will start a trial apprenticeship at the Badrutt's Palace Hotel in St. Moritz. He has already completed two days at the Cresta Palace in Celerina. Let's see what happens until he starts his apprenticeship.

This is the end of the topic of **Nico & school**. From now on, it will be: **Nico & apprenticeship**. **On the (favourite) topic**

of football: **Bertram** and **Nico** went to see the Bayern - Frankfurt match in the spring. A friend gave them an insider tip and told them which hotel their favourite team is staying at. And of course they immediately booked a room **there**, but so far there was no trace of the Bayern team.

And so they decided to take the bus into town. The bus stop was (for the two country bumpkins that they are) a bit difficult to find, and so "the boys" went back disappointed (or rather peeved off). The hotel was cordoned off and a huge crowd was waiting outside. That's when the bus of the Bayern team arrived. It was a real highlight, including photo and autograph. The day was saved. What am I saying, the **football 2016 season** was saved!

