

HOTEL

ENGADINERHOF**PONTRESINA**

Allegra, dear guests We look back on a summer with a very promising start. Thanks to the lovely summer weather at the beginning of the season, the month of June, usually not very well booked up, also developed favourably. Every new month confirmed the optimism about this summer. We managed to steadily improve compared to last summer. The stunning and very colourful autumn also helped us “at the last minute” to do very well indeed. After seven years of steady decline, we finally managed to improve again (note from Bertram: what’s the saying again? Seven meagre years are followed by seven fat years, is that right?); namely by 727 overnight stays, that’s 5.2% more than last year. And that was only possible because of you – **many many thanks!**

Hotel summer statistics

The statistics also show, however, that compared with the best years there is still quite a lot of room for improvement. We count on your help, such as finding new guests.

Summer 2009:	OS 18'377	OD: 133	OC:102,3 %	HB: 17'235 = 93,8 %	T: 2'176'792 = 118.45 per day/guest
Summer 2010:	OS 17'824	OD: 133	OC: 99,2 %	HB: 16'911 = 94,8 %	T: 2'135'643 = 119.80 per day/guest
Summer 2011:	OS 17'290	OD: 126	OC:101,1 %	HB: 16'202 = 93,7 %	T: 2'162'898 = 125.10 per day/guest
Summer 2012:	OS 16'449	OD: 133	OC: 91,6 %	HB: 15'542 = 94,5 %	T: 2'079'964 = 126.45 per day/guest
Summer 2013:	OS 16'036	OD: 126	OC: 94,3 %	HB: 15'086 = 94,0 %	T: 2'019'746 = 125.95 per day/guest
Summer 2014:	OS 15'598	OD: 119	OC: 97,1 %	HB: 14'720 = 94,4 %	T: 1'952'606 = 125.20 per day/guest
Summer 2015:	OS 14'312	OD: 119	OC: 89,1 %	HB: 13'525 = 94,5 %	T: 1'871'435 = 130.75 per day/guest
Summer 2016:	OS 14'039	OD: 119	OC: 87,4 %	HB: 13'052 = 93,0 %	T: 1'845'376 = 131.45 per day/guest
Summer 2017:	OS 14'766	OD: 119	OC: 91,8 %	HB: 13'525 = 91.6%	T: 1'935'729 = 131.10 per day/guest

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

“Thank you, Swiss people statistic» (nationality statistics summer 2017)

Switzerland: 12,969 OS = 87.8%, Germany: 1365 OS = 9.25%, no other country as always reaches 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
Winter 2016/17: 342'729.70 = 3'306.25 per day	Summer 2017: 436'930.55 = 3'398.00 per day

Anniversary

Together with our staff we brought the summer season to a close in one of my favourite restaurants, namely Kochendörfers Hotel Albris in Pontresina (note from Bertram: the other one is our pizzeria). We celebrated two anniversaries:



Our chamber maid **Gorica Paunovic**, 64 (note from **Bertram**: years not kilos) is going into well-deserved retirement. She did lots of hard work for 29 seasons. I am amazed what this woman can do, because the work of a chamber maid is very physically demanding. We wish **Gorica** all the best. I hope she will be able to enjoy her retirement with her husband in the home of her two children in Serbia for a long time.



Staff

Nuno Alexandre Correia Funina is celebrating his 5-year anniversary. During the season he works as a kitchen help and stands in for the pizza maker once a week. During off-season he works as an assistant to the tradesmen. **Alex** is a hugely flexible staff member who is greatly appreciated by all; an all-round pleasant guy!

As a thank-you for her hard work, **Gorica** received CHF 1,450 (CHF 50 for every season), and **Alex** the obligatory CHF 600 and the gift hamper (had it been delivered on time).

In the kitchen, our kitchen help **Francesco Mazza** is leaving us. We are still looking for a replacement. In the dining room, **Michele Carta** from Italy is joining the team. He will be the chef de service. For two seasons, **Stanko Banovic** held this position, but now he is standing down on his own request. He will support **Michele Carta** in the dining room and **Thomas Jankowski** in the pizzeria.

Our chamber maid **Maria Martins** is leaving us. She will be replaced by **Alexandra Veniciuc** from Romania.

Room renovations

During last off-season we not only renovated rooms 315 and 323, as mentioned in the guest letter, but also the Junior Suite and the hotel apartment. **Bertram** caught the “all at once” virus again. We didn’t give our craftsmen much notice (note from **Bertram**: I didn’t know about it either). With such a large amount of unexpected work, they would have probably thrown in the towel (or rather the hammer). We also completely refurbished and painted some rooms, and this off-season we will do three more rooms. Room 308 will get a new bathroom (we already renovated the sleeping area during the summer season). Towards the end of the summer, we started sanding down and repainting the windows of the rear façade. We are hoping to have finished this before all the snow is coming (hopefully).

New bedding

Yes, dear guests, you read that correctly. We are investing in new bedding again! Unfortunately, the luxury brocade bedding we announced in the last letter is not enough. And so we are buying another 200 each of pillowcases and duvet covers with the popular rose design (note from **Bertram**: I would have preferred a football design).

Table linen in the dining room

We are also changing the table linen in the dining room (note from **Bertram**: unfortunately). The table linen came from the Swiss company “Schwob Textilien”, supposedly the best

in Switzerland. We were not convinced by their price/performance ratio (it was very expensive, but didn’t last long).

We have been working with the Swiss supplier “Pfeiffer Textilien” from Schindellegi for many years. They will supply our new table and bed linen.

Private matters

On the topic of holiday: We of course spent our holiday in the camper van in England (after all, we are in the hotel during the season). I would have preferred taking the car, because our camper van is not exactly ideal for the narrow streets in England, but **Bertram** (my superhero) saw things differently, of course.

At the weekends we met up with **Nico**, who was attending a language school in Bournemouth. We made sure that **Nico** was always able to contact us. Together, we visited the towns of Bath, Pool and Bournemouth. During the week, **Bertram** and I went to Cornwall, Stonehenge and the Isle of Wight. Everything was really nice, and the English are remarkably friendly and helpful. On the final weekend, we set off for Bristol. We followed the sat nav. At a roundabout, we missed our exit. Our sat nav asked us to turn right and pass under a bridge. We turned right and then **Bertram** had the feeling that perhaps the height wasn’t enough (even though the height was indicated in the navigation system). But before **Bertram** had finished his thought, we heard an ominous crashing sound coming from the roof. Our roof-top air-conditioning system was torn off. We stopped at the next car park. **Nico** climbed onto the

roof (**Bertram** would have liked to do it, but he had no chance - see photo!), removed all loose parts and patched the hole up with sticky tape and anything else we found. **Bertram’s** typical conclusion: Never listen to a woman’s voice (even if it comes out of the sat nav).



In November the two of us went on another cruise (note from **Bertram**: **just one** cruise for my fiftieth birthday - my foot!; give a woman a little finger ...).

We had too good a time last time (note from **Bertram**: well, my wife did). I can’t wait for our destination - Central America. This way of travelling is true relaxation for me.

For my husband, it’s not a holiday if it doesn’t involve the motorbike and camper van. **Bertram** is spending 10 days in Spain without me (note from **Bertram**: that’s what I call relaxation).

On the topic of Nico and Florence: **Nico** would have liked to show us “his” Florence. He spent 7 weeks there last year; the best time of his life (do you remember?). Unfortunately, **Bertram** wasn’t able to come with us, and so **Nico** and I spent 2 days in this bustling city. We spent our days visiting museums (**Nico’s** suggestion!) and palazzi and

going shopping (note from **Bertram**: I had to stay at home to earn the cash).



For me, the highlight was climbing to the top of the dome and enjoying the stunning view of the city and the many tourists (enough to make you jealous). By the way: their prices were entirely comparable to ours.

On the topic of Nico & England: Nico's commitment to his studies (to our great surprise) left something to be desired. That's why initially his teacher did not register him for the exam. He had the impression that **Nico** might not pass. This would have done enormous damage to the school's image, because at the time they had a failure rate of 0%. I contacted the teacher

and asked him, politely but firmly, (note from **Bertram & Nico**: we can tell you a thing or two about this), to register Nico for the exam, because that's the aim of the English course. Nico passed the First and the Advanced Certificate. We were extremely happy about that.

On the topic of Nico & apprenticeship:

Since August, **Nico** has been working as a commercial apprentice at **Cresta Palace Hotel** in Celerina. He loves it, and every evening he comes home in the best of moods (that's definitely not something I recognise from his days at the grammar school). The only thing he still finds a little taxing is to be at the bus stop on time. He gets up one hour before the bus is due, but he dilly-dallies so much (keyword mobile phone) that he misses his bus. His mother will not be his chauffeur (not if the reason is dalliance), his father is more likely to give in, but he is usually at work, and so the only option is a taxi. I wonder how long his apprentice salary will put up with such antics.

On the topic of Nico & his front door key: When he was in primary school, I (wisely) refrained from giving **Nico** his own front door key. He still

managed to lose two keys even though he only had one on him in exceptional cases.

Now that he is an apprentice and keeps irregular working hours, he of course has his own key.

1.) At the beginning of October he lost his wallet on the train to Chur. Unfortunately, it also had his key in it. The next day he picked up his wallet and keys at the ticket desk in St. Moritz.

2.) That same evening, he met up with friends in St. Moritz. At midnight, we were woken up by the doorbell; our son had lost his front door key. That same day he collected his key in a bar.

3.) Then **Nico** put the key on a snap hook and came back home in a happy mood, but ... without the key on the hook!? Three days later we found the key in our letter box. Only **Nico** can be that lucky. **Nico** lost his key three times in as many days. I thought I was in the wrong film. Now our son carries his key on a curb chain around his neck (like a first-year pupil).

On the (favourite) topic of football: In December, father and son want to watch a Bayern Munich match (their beloved team). And they want to have fun, which means I "have to" stay at home.

**We wish you good health and happiness,
and we look forward to welcoming you here soon.
Merry Christmas and "a revair"**

Nico + Corina + Bertram Hissung
and staff