

HOTEL
ENGADINERHOF
PONTRESINA

Grazcha fich!

Allegra, dear guests

Winter is really back again – snow meters deep! If this amount of snow had fallen from the sky as rain (Note from Bertram: why worry about things that haven't happened?) we can't image what the weather would have been like (Note from Bertram: wet, probably). But if precipitation falls in the form of snow, everyone's pleased about it. Of course, these great snow conditions also have a positive impact on the bookings; every month from December we increased our number of overnight stays somewhat, apart from March. This put a dampener on our "bill" (Note from Bertram: probably everyone had had enough of the snow) and prevented our target occupancy rate of 80 % from being reached. But we're not complaining! With an occupancy rate of 77.5 % and 10,048 overnight stays, we are satisfied and have good reason to thank you warmly for that. Without you, this hotel is nothing.
So, a big "thank you" to you all.



Antonia is celebrating her fifth anniversary

Anniversary

We celebrated the end of the season with the employees at the 4-star luxury Hotel Walther in Pontresina and were spoiled (Note from **Bertram**: and the cost reflected that, but it was worth every Swiss franc).

Our forever-young employee **Antonia Ferreira de Jesus** (*1957) celebrated her fifth anniversary. She works on the floors and has incredible energy (Note **Bertram**: even when talking and complaining).

Perhaps you remember that last season **Alex Correia Funina**, celebrated his 5th anniversary, but had no gift basket. That was forgotten at the time. This was an opportunity for us to change the gift and to replace it with a new **ENGADINERHOF** watch (can you buy these, dear guests, at the price of CHF 99 at the reception). Both people celebrating anniversaries received this **ENGADINERHOF** watch with an engraving, and Antonia was awarded our loyalty bonus of CHF 600.

Employees

In the pizzeria, **Dragos Bandea** is leaving us; he has found a permanent position. We are now still looking for a chef. **Vitoria Batista** spent a few years working with us. She is now looking for a job that allows her

to spend evenings at home. **Laura Pedroncelli** at reception is also leaving us. She is going to work for her parents' company. **Martina Hauser** from Pontresina will join the reception team. New members are going to be added to the cleaning staff. **Oksana Vener Palahniuk** from Ukraine is to join the team (Note from **Bertram**: she probably has the longest daily commute).

Room renovations

Finally, the rearmost corners in the third floor are coming "under the hammer" (Note from **Bertram**: this is my wife's expression; but don't worry, the rooms aren't being auctioned, just renovated).

The "chamber pots" in this corner have served their purpose, and new wet rooms are being introduced. The corner rooms, 316 and 319, are going to be turned into mini and deluxe rooms, and the recently merged rooms 317 and 318 will be turned into category C plus double rooms. The furniture once again is made in Switzerland.

The carpentry company, Sprenger, in Chur, is supplying the furniture and the company, "Schlafconcept", is providing the box-spring beds. We have had very positive feedback on the quality of the beds (Note from **Bertram**: including from our weightier guests).

New bedspreads

We have removed the old bedspreads out of the cupboards and bought new, high-quality "polar fleece blankets" (Note from **Bertram**: with the word "polar" in the name, they must be warm). If you, dear guests, would now like a blanket, please ask at the reception.

Those who want to have the bed made with a woollen blanket and a linen sheet (old Swiss style) or would like allergy-free bedding, please let us know prior to arrival.

Room cleaning

So, you, dear guests, won't be disturbed in your room during your stay with us (Note from **Bertram**: regardless of what you might be up to!), please hang up the card with the red side facing outwards. If you want your room cleaned, hang up the card on the door with the green side facing outwards. Please keep in mind that the cleaning staff may not be able to come immediately and need time to finish the service. Thank you for supporting us in this matter.

Private matters

Holiday theme in November 2017: Bertram and I went on a cruise in Central and South America. The trip was great (Note from **Bertram**: a little too long perhaps) and enormously varied. Panama, Costa Rica, Mexico, Colombia and Jamaica – everywhere there were exciting things to see. On our first trip in Mexico, we had to take ferries to the mainland.

This ferry tipped up and some passengers lost belongings such as cameras and handbags.

Fortunately, nothing else happened (Note from **Bertram**: a motorhome is less dangerous). In Jamaica, we attended a church service. This country has the most churches per capita in the world, but also the most bars (Note from **Bertram**: what an amazing island!).

You wonder whether locals have to drink to pluck up the courage first or need a drink afterwards; perhaps both. In any case, here in this church, they really let their hair down.

Our tour guide said that if worship was celebrated in Germany like this, church services would probably be better attended.

There's something in that. In spite of great poverty, the people seem happy.

The gap between rich and poor is very large and those who have money clearly like to show it.



On our flight home, we had a four-hour delay, and didn't get home until 8 pm. Our son **Nico** was standing in the living room, soaked in sweat, holding a mop, wiping wildly in all directions, and said to us with surprise: "What! You're back already?"

The clothes horse was sagging under the weight of his laundry, and in the kitchen, there was tomato sauce all over the place.

Apart from that, the apartment suffered no major damage, which we greatly appreciated.

Nico

enjoyed the quiet time without interference as much as we enjoyed our holiday.

Holiday and short break theme in April 2018: Bertram,

as always, drove his camper van and trailer with his motorcycle to Spain.

There, he enjoyed excursions on his bike. In the meantime, he flew to Portugal, because some of the Engadin hoteliers were taking part in a 4-day trip; so, we went along, too. This trip is

organised by **Felix Dietrich** from the Hotel Waldhaus Sils and two Portuguese people, who have been living in Oberengadin for many years. They speak fluent German and are totally at home in Switzerland. They wanted to show us their country and chose the region of Lamego, because many Portuguese employees come from there. A cruise on the Douro River with our current and former Portuguese employees has been planned. A great idea; we are very much looking forward to that.

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: 1,433,374.-- = 135.00 per day/guest
Winter 2015/16	OS: 9,470	OC: 70.2 %	HB: 8,558 = 89.5%	T: 1,305,352.-- = 137.85 per day/guest
Winter 2016/17	OS: 9,727	OC: 80.0 %	HB: 8,544 = 87.8%	T: 1,336,292.-- = 137.40 per day/guest
Winter 2017/18	OS: 10,048	OC: 77.5 %	HB: 8,918 = 88.8%	T: 1,409,905.-- = 140.30 per day/guest

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

Nationality statistics winter 2017 / 18

Switzerland: 7,800 OS = 77.8 %, Germany: 1,664 OS = 16.5%, the surprise: Turkey: 174 OS, making it the third highest nation. The Netherlands with 100 OS is in fourth place with 1% of the overnight stays (Note from Bertram: for the soccer world championship, the Netherlands would be happy with fourth place).

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 = 3,274.75 per day	summer 2015: 453,164.30 = 3,381.80 per day
Winter 2015/16: 382,931.10 = 3,245.20 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
Winter 2017/18: 383,230.00 = 3,220.40 per day	

Holiday in May 2018 theme:

For a long time, **Nico** didn't know when he would be on holiday. The school is closing its doors in May for three weeks. However, there's an inter-company course taking place in Landquart during the first week of the holiday (??), so we decided (Note from **Bertram**: "We" means **Corina** and only **Corina**) on a two-week cruise around Europe. We'll start in Mallorca and then head on to Malaga, Lisbon, Le Havre (Paris), Brussels and Amsterdam and finally Bremerhaven. Bike tours and hiking trips have already been booked, much to the delight of my action-loving men.

Nico & apprenticeship theme:

Nico is enjoying his training course and is happy at the Cresta Palace in Celerina. He's getting on very well with his managers, and the team at the reception seem to be great.



His first school report was very good, although I've never seen him studying.

I suppose **Nico** is still enjoying the bonus of being out of secondary school – hopefully this will last for a long time.

In his free time, **Nico** is constantly on the move.

He goes out with his mates whom he's known since primary school. They spend a lot of time together. They are a great bunch of guys and girls.

Unfortunately, because of that, he doesn't keep his room tidy.

He leaves a box of melon skins on the other side of the double bed, and empty bottles pile up on the bedside table.

The storage cupboards are overflowing and there are clothes lying next to the chair, on the floor.

The cupboards are left open, even though there's a "lock system". Despite my sympathy for young people, this is sometimes too much for me.

If I say something, he says: "You're always going *mimimi*." "Mimimi" is the trendy way young people say "nagging".

You may not find this expression in the dictionary. If it carries on like this, it'll feel like I'm being drawn back into baby language, which then takes the wind out of my sails (Note from **Bertram**: when mummy hears "mimimi", her heart melts).

I am pleased, however, that **Nico** is in a good place during puberty.

(Favourite) theme: football:

Nico to **Bertram**: "Dad, we really must go to see a soccer match in Munich again." Immediately **Bertram** organised tickets through a friend.

Nico didn't ask for time off from work soon enough, so he wasn't free. When **Bertram** heard this, he was put out at first.

Dear guests, you already know what a huge fan **Bertram** is of Bayern München. Going to see a live soccer match is for him "the best of all feelings".



Bertram's photography skills have plenty of room for improvement. (Mayan ruins in Mexico)

So, for better or for worse, I stepped into the breach (Note from **Bertram**: and **Corina** took advantage of the occasion to do lots of shopping in Munich).

With a temperature of 0° C and the snow falling, there I was standing outside for 90 minutes at 9 in the evening, in the cold, and at last there was a goal (Note from **Bertram**: 1. We had seats, 2. There were only a few flakes of snow in the sky and 3. it was actually 3°, so all in all, the best possible conditions for a good football match).

I am glad, there were another 74,988 spectators in the stadium, sitting or standing, so I wasn't completely overwhelmed with boredom.

If I step in again (note from **Bertram**: better not, because the pitying looks of the male spectators got to me a little), then please let it be in the summer when the sun is shining, and it feels like 24°C.

We wish you a warm and colourful spring and look forward to sharing the Engadin summer with you.

Warm greeting

Nico + Corina + Bertram
and employees