

HOTEL

ENGADINERHOF

PONTRESINA

What a summer!

Allegra, dear guests,

The sun came out at the beginning of the season and with a few exceptions we have had a blue sky and sunny weather ever since. The occasional rain shower in the evening ensured that the countryside stayed nice and green despite the stunning weather. And autumn followed suit. It was not until the 2nd of October that we had the first snow in the valley, which only stayed on the roofs of the houses for a little while as a layer of fluff. We could get used to summers like this. Thanks to our stay we managed to crack the 15,000 mark again after 3 years.

Thank you very much, dear guests.

The bargain hunter

Bertram wanted to be really cunning and bought the new office chairs at Ricardo. As soon as these were delivered, they (including **Bertram's** terrible insults directed at himself) ended up on the nearest rubbish dump. I didn't know you could pay so much money for "junk". Some people (**Bertram**) can! What a shame that **Bertram** didn't know

John Ruskin's¹ "Common Law of Business Balance", which is as follows:

It's unwise to pay too much, but it's worse to pay too little. When you pay too much, you lose a little money — that is all. When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do.

The common law of business balance prohibits paying a little and getting a lot. If you deal with the lowest bidder, it is well to add something.

¹ British writer, painter, art historian and social philosopher, 1819-1900



Pino Ghilotti, Bertram Hissung, Paolo Corona, Thomas Jankowski and Helder Valente

Anniversary

Luckily, Kochendörfers Hotel Albris was still open (note from **Bertram**: lucky for the Kochendörfer family), which meant we could have our staff dinner there again. There were some great (note from Bertram: above all expensive) anniversaries to be celebrated that evening. For us, there is nothing better than our staff staying with is for many years. Our carpenter **Pino Ghilotti**, who is more than

fifty years of age but still a real rascal, is celebrating his 10-year anniversary.

Paolo Corona, bursting with energy and a perfectionist for whom good is never good enough, is celebrating his 10th anniversary (note from **Bertram**: the best chef we ever had, but also the most expensive). “If you open a pizzeria, I’ll work for you”, that’s what our restaurant manager **Thomas Jankowski** said more than 15 years ago. He kept his

word and now celebrates his 15th anniversary!

For 15 years, our friendly porter and all-round handyman **Helder Valente** has been collecting you from the train station, helping you with your luggage and lots more. **Helder** is also celebrating his 15-year anniversary. In total, they have been working at the Engadinerhof for 50 years - and for us it was worth the CHF 6,000 and our Engadinerhof clock.

Staff

Davide Omodei from the kitchen is leaving us, which is why we are still looking for a kitchen assistant.

Our waiter **Gabor Schmidt** and his girlfriend **Csilla Stefan**, who helped us out in service on an hourly basis, are returning to Hungary. It’s a shame, we’d rather not lose **Gabor**. Instead, **Vitoria Pinto Batista** is coming back to join us. The sister of our Brazilian staff member **Luana Da Graca, Eduarda**, is moving from part-time to full-time. She is lively and spirited, just like her sister. **Mathias Haberland** also joined us last season. He is our assistant chef de service and will stay for the winter.

In the pizzeria, **Sandra Melo** is leaving us. (Note from **Bertram**: she got married in the summer and now probably has to stay at home. We are still looking for someone to replace her. Our chambermaids **Cristiana Rato**

and **Alexandra Veniciuc** are leaving us. **Maria Ferreira da Silva** from Portugal has joined the team. Because of the lower occupancy rate in the winter, seven chambermaids are enough.

Kitchen

Paolo Corona is getting a new cooking island for his kingdom. Some of the appliances are a little outdated, not to mention the electricity costs. **Paolo** can now devote himself again to the art of cooking with these brand-new appliances and magic up his usual delicacies.

Ristorante Nostra Pizzeria

15 years ago we converted the former cowshed from 1712 into a pizzeria. Now the time has come to give our restaurant a new look. “Good things are worth waiting for” is not **Bertram’s** motto, which is why this decision was put into practice in a rush. Literally while

we were working at the reception, cashing in our invoices, saying good-bye to our guests and answering calls, we quickly chose the tables and chairs. We asked guests who happened to walk by for their opinion and asked them to test the chairs. Luckily, our hotel fitter **Irmgard Welzel** was flexible and patient.

The new table linen for the pizzeria and for the dining room are by the Swiss company **Pfeiffer Textil**, and the fresh coat of paint was applied by the local painting contractor **Jürg Pünchera**.

Room renovation

During the last off-season we decorated room no. 115 (a room without bathroom). This room is suitable as a family room because it can be connected to no. 116 (which does have a bathroom). We are planning to do the same with no. 215, if time permits.

Private matters

On the topic of our short trip to Portugal: (see guest letter no. 35). This trip was exciting, eventful and also exhausting, because we never went to bed before midnight. Everyone gave us a warm welcome. The highlight was the boat trip on the river Douro with our staff. After 4 days I was ready to drop, and there was nothing the delicious "Pasteis da Nata" could do to liven me up or give me strength.



On the topic of holiday:

During the May holidays the whole family (note from **Bertram**: all three of us together) went on a cruise. We went on a little tour of Europe, like the Asians do. We ticked off all the capital cities and highlights. But this is quite relaxing on a ship; Rome, Barcelona, Cannes, Pisa and Palma de Mallorca. Then we went to Cadiz, Lisbon, Bilbao, Paris, Bruges and Amsterdam. And all this in wonderful summer weather and temperatures between 27° and 30°C. Then we went to Hamburg, where we stayed an extra three nights.

We flew to Vienna the following weekend, because that was the nice Christmas present **Nico** gave us. For me, Vienna and Amsterdam are the most beautiful cities we visited this spring.

Statistics

Summer 2010: OS: 17'824 OC: 99.2 %	HB: 16'911 = 94.8%	T: 2'135'643.-- = 119.80 p.d./guest
Summer 2011: OS: 17'290 OC: 101.6 %	HB: 16'602 = 93.7%	T: 2'163'208.-- = 125.10 p.d./guest
Summer 2012: OS: 16'449 OC: 91.6 %	HB: 15'542 = 94.5%	T: 2'079'963.-- = 126.45 p.d./guest
Summer 2013: OS: 16'036 OC: 94.3 %	HB: 15'086 = 94.0%	T: 2'019'747.-- = 125.95 p.d./guest
Summer 2014: OS: 15'598 OC: 97.1 %	HB: 14'729 = 94.4%	T: 1'952'606.-- = 125.20 p.d./guest
Summer 2015: OS: 14'312 OC: 89.1 %	HB: 13'525 = 94.5%	T: 1'871'435.-- = 130.75 p.d./guest
Summer 2016: OS: 14'039 OC: 87.4 %	HB: 13'052 = 93.0%	T: 1'845'376.-- = 131.45 p.d./guest
Summer 2017: OS: 14'766 OC: 91.8 %	HB: 13'525 = 91.6%	T: 1'935'729.-- = 131.10 p.d./guest
Summer 2018: OS: 15'197 OC: 94.6 %	HB: 13'851 = 91.1%	T: 1'981'901.-- = 130.40 p.d./guest

Key: OS = overnight stays, OC= occupancy, HB = half board, T = turnover, T/g and g = turnover per guest and day
Occupancy is not in line with overnight stays, because opening times were different.

Nationalities statistics summer 2018

Switzerland: 13,291 OS = 87.45%, Germany: 1301 OS = 8.55%, both countries together 96%.
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: 532'296.00 = 3'775.00 per day
Winter 2010/11: 448'411.30 = 3'297.15 per day	Summer 2011: 489'466.00 = 3'546.00 per day
Winter 2011/12: 371'476.50 = 3'044.90 per day	Summer 2012: 481'641.00 = 3'515.00 per day
Winter 2012/13: 406'107.40 = 3'384.20 per day	Summer 2013: 506'143.00 = 3'749.00 per day
Winter 2013/14: 450'476.50 = 3'044.90 per day	Summer 2014: 442'754.10 = 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	Summer 2018: 493'215.30 = 3'736.45 per day

On the topic of the planned holiday: In November, **Bertram** and I went on a cruise from New York to Jamaica. I think **Bertram** has got used to going on cruises; he practically loves them! (Note from **Bertram**: definitely not!)

On the topic of “Nico turns 18”: On 8 September our little boy became a big boy. A special birthday, because now **Nico** finally has the vote and can take his driving test. With the latter definitely being way more important. Unfortunately, you have to take a theory test, which means: you have to do some revising. And for **Nico** that’s an almost insurmountable obstacle (note from **Bertram**: Just as well, because it means I won’t have to share my car for the time being).

His work team at Cresta Palace Hotel gave **Nico** a cardboard model of a car, done in a really humorous way, and a driving lesson. Some people just have the greatest ideas.



Nico celebrated his birthday in the pizzeria with his friends, and on Sunday with us and his **grandmother Marianne**, (note from **Bertram**: My mother, who always has pieces of advice for me at the ready) who came all the way from Germany especially for the occasion.

On the topic of Nico and apprenticeship: **Nico** started the second year of his

apprenticeship and continues to be very well motivated. And because he is now of age, he can even do the evening shift on his own. This means they have great trust in **Nico**. A few days ago he said to me: “Mum, work would be a lot of fun if it weren’t for me having to go to school on to days a week”. But he does!



On the topic of moving: The town of St. Moritz made building land available to locals with constructions rights in prime location next to the Chantarella funicular. That was almost 13 years ago. Unfortunately, there were some issues with putting the building project into practice, because objections kept being raised. Five years ago we happened to come across this project and decided to get involved. On 27 September 2018 it was ready; we took possession of the apartment and moved. It was a real challenge, because only one crane was available during a specific time window. Everything that was transported by hand, all clothes for example (note from **Bertram**: and my wife has quite a few of those) had to be carried up 200 steps, because the inclined lift is not yet in operation. Everything ran smoothly, thanks to the helping hands of our staff and the great skill of the crane operator (note from **Bertram**: a tip greatly

increased his skill). We are now enjoying our new apartment and can’t quite believe it yet. It’s stunning! and we already feel at home (note from **Bertram**: mainly thanks to the crane outside the windows, not to mention the construction site all around us).

On the (favourite) topic of football: Father and son had to endure quite a bit of ridicule after the Football World Cup in Russia this year. It speaks volumes when Germany have to make their way home after the preliminary round even before Switzerland. (Note from **Bertram**: normally, my wife never talks about football, but of course this wasn’t an opportunity she wanted to pass up).

At least one live match in Munich is planned. I hope this time things run more smoothly than a year ago. (Although I could use some more tea by Dallmayr in Munich!) If need be, they can watch the matches on TV in the future, because **Bertram** spares no expense when it comes to buying an oversized TV and two comfortable armchairs (including footrest) for their hobby. The space where the TV and armchairs are could be used so much better... (Note from **Bertram**: glass decorations by Hergiswil for example).



We wish you happiness and blessings and look forward to seeing you soon.

Have a happy festive season!

Corina, Bertram & Nico Hissung & Staff