

HOTEL

ENGADINERHOF

PONTRESINA

Allegra, dear guests

"Winter ade, scheiden tut weh" (good-bye winter, it's hard to let you go)... After such a beautiful winter this is an apt little song (although not one of my favourites) (note from Bertram: I don't even know the song). We really had everything we could wish for: plenty of sun and just as much snow, which withstood the warm temperatures in February. At Christmas and New Year the Upper Engadine was busier than it had been for a long time and everyone was perfectly happy.

Despite the great conditions, February was rather quiet, except for the gigantic Indian wedding in St. Moritz, which livened things up and brought us turnover and headlines.

A stunning winter which, thanks to you, gave us more than 80% occupancy. Thank you very much, dear guests.

Hotel winter statistics

Winter 2009/10	OS: 12'517	OC: 86.6 %	HB: 11'428	=	91.3%	T: 1'605'716.--	=	128.30	per guest per and day
Winter 2010/11	OS: 10'840	OC: 82.8 %	HB: 9'876	=	91.1%	T: 1'485'235.--	=	137.00	per guest per and day
Winter 2011/12	OS: 10'390	OC: 79.4 %	HB: 9'707	=	93.4%	T: 1'397'862.--	=	134.50	per guest per and day
Winter 2012/13	OS: 10'324	OC: 80.5 %	HB: 9'469	=	91.7%	T: 1'408'588.--	=	136.40	per guest per and day
Winter 2013/14	OS: 11'294	OC: 89.0 %	HB: 10'061	=	89.0%	T: 1'483'999.--	=	131.40	per guest per and day
Winter 2014/15	OS: 10'614	OC: 84.0 %	HB: 9'524	=	89.5%	T: 1'433'374.--	=	135.00	per guest per and day
Winter 2015/16	OS: 9'470	OC: 70.2 %	HB: 8'558	=	89.5%	T: 1'305'352.--	=	137.85	per guest per and day
Winter 2016/17	OS: 9'727	OC: 80.0 %	HB: 8'544	=	87.8%	T: 1'336'292.--	=	137.40	per guest per and day
Winter 2017/18	OS: 10'048	OC: 77.5 %	HB: 8'918	=	88.8%	T: 1'409'905.--	=	140.30	per guest per and day
Winter 2018/19	OS: 10'444	OC: 81.4 %	HB: 9'166	=	87.8%	T: 1'450'531.--	=	138.85	per guest per and day

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

Nationalities statistics winter 2018/19 or here we speak (Swiss) German

Switzerland: 7908 OS = 75.7%, Germany: 1840 OS = 17.6%. The two together was at 93.3%, and no other nationality even made it to 1%.

Pizzeria statistics

Winter 2009/10: 469'897.40 = 3'820.30 per day	Winter 2014/15: 396'247.60 = 3'274.75 per day
Winter 2010/11: 448'411.30 = 3'297.15 per day	Winter 2015/16: 382'931.10 = 3'245.20 per day
Winter 2011/12: 371'476.50 = 3'044.90 per day	Winter 2016/17: 342'729.70 = 3'306.25 per day
Winter 2012/13: 406'107.40 = 3'384.20 per day	Winter 2017/18: 383'230.00 = 3'220.40 per day
Winter 2013/14: 450'476.50 = 3'044.90 per day	Winter 2018/19: 337'632.50 = 3'185.20 per day

Summary: The increased turnover in the hotel unfortunately only just covered the losses in the pizzeria. (Note from **Bertram**: this hurts, but I have already come up with improvements and ideas that will allow us to make up for this "shameful defeat". I was never a good loser, neither in football nor in cards.

Anniversary

We marked the end of the season at Hotel Palü in Pontresina with a fine meal. The hotelier **Gerold Forter** was kind enough to send some guests over to us, which we were very happy about. That's why we of course celebrated our end-of-season at his hotel.

Our receptionist **Andrea Hille** celebrated her 5th anniversary. She also worked for other hotels since then and came back to us. It's always nice when staff return to us "voluntarily" (note from **Bertram**: forcing them isn't really an option, is it?).



Danilo Piscen and his excellent pizzas helps our reputation in Pontresina and in the region. He, too, celebrated his 5th anniversary.



Vitoria Pinto Courela Batista first worked in our kiosk (today's world shop). After the closure of the kiosk (note from **Bertram**: I

had to pay apprentice wages again) she joined our service team. She also celebrated her 5th anniversary – although there had been some breaks. We were pleased to present our gifts, the Engadinerhof watch with engraving and the bonus of CHF 600.



Staff

In the dining room, **Silo Santelli** and **Luana De Graca Barradas** are unfortunately leaving us. Both started working for us seven years ago. **Silo** will look after his sick mother in Italy and **Luana** will look after her grandmother in Brazil. **Sergio Carvalho** from Portugal, the brother-in-law of our porter **Helder Valente**, will join the dining room team.

In the kitchen, **Davide Moretti** from Italy will be part of the team come summer.

Chambermaid **Marcela Almeida** is leaving us because she has found a full-time job. She will be replaced by **Alexandra Veniciuc** who is returning to us (note from **Bertram**: I can't be such a terrible employer, can I?).

Antonia De Jesus is starting her well-deserved retirement and will be replaced by **Mariacristina Bono** from Italy. When we took over the hotel in 1998, her mother also worked for us.

Because we have an extra chambermaid in the summer,

Juliana Araujo Da Costa Briote will join the team (note from **Bertram**: with all these long and complicated names, I praise the "Müller" and "Meier" of this world).

Martina Hauser from reception is leaving us. She found a full-time position in the stationary shop Schocher in Pontresina.

Caroline Dwenger, who is a local, will help us as management assistant. She is the daughter of the Weiss family and worked for many years in her parents' business, "Hotel Post" in Pontresina. The hotel was sold and so she came to **ENGADINERHOF**. We are very happy about that.

Pizzeria terrace extension

First we renovated our pizzeria, and now it's the terrace's turn. We will extend it and the section in the back will be a lounge area (note from **Bertram**: **Nico** would call it a chill-out corner). The furniture came from the company Welzel, who also provided the furniture for the pizzeria.

Coffee machine in the dining room

In the winter we put a new coffee machine in the dining hall for guests who prefer cappuccino, espresso or normal coffee for breakfast. Its best customer is of course **Bertram**, who has two cappuccinos every morning. We still serve the traditional pot of filter coffee, of course! All our coffee is sourced from the **Badilatti** roasting house in Zuoz, which is the highest in Switzerland. The family business only purchases fair trade coffee beans. Their coffee is not cheap, but in return it helps coffee growers who work and grow coffee independently.

Room renovations

The two corner rooms no. 116 and 216 and room no. 215 are being renovated. In the future, room 215 can be connected to 216, and room 115 to 116. This arrangement has been very popular with families.

The bathrooms have an old Venetian floor, a vintage washbasin and a bathtub with feet. Maintaining these would be a major financial challenge. **Bertram** and I do not yet agree on this. But as you know: **Bertram** has the last word. (Note from **Bertram**: if this last word is "yes, darling", then that's true).

We will continue to purchase our furniture, beds and lamps from the Swiss companies "Schlafconcept" and "Sprenger Möbel". Their quality is great.

New ski subscription: Hotel + ski pass

I was really surprised when the mountain railways announced that the ski pass would stay! I wonder what sort of feedback they must have got. For hotel guests the ski pass is now CHF 45 per day, which means it's still more than competitive. As before, the ski pass is still linked to the number of overnight stays and not available in combination with other offers (note from **Bertram**: you still can't have your cake and eat it).



This winter, **Bertram** was fitted out with the full ski gear after years of "successful" cross-country skiing (the cross-country skis are still in the cellar and in their original packaging).

Two room examples of last year's conversion

Room no. 316



Room no. 317



Room no. 317



Private matters

On the topic of holiday in November 2018: When I skim the private matters section of the past years I get the feeling our life is one big holiday (note from **Bertram**: my wife's life definitely is). But it's not quite that wonderful; it's just that I prefer talking about the nice things in life, and that's how it should be. Our cruise to the USA was really nice. The people were friendly and the country clean. We loved Manhattan; this district with its Central Park and all that water offers real quality of life.

On the topic of holiday in April: **Bertram** will be taking his beloved camper van including motorbike to go on a "pre-holiday" to Germany to visit his family.

Of course the camper van was in the repair shop again because quite a few parts didn't work. Since we bought it seven years ago, it has needed constant repairing. According to **Bertram**, this is normal and we were just lucky with our other cars, which NEVER have anything wrong with them. This expedient optimism annoys me, because the fact is, this camper van is a rotten egg that is starting to get on my nerves (not to mention the costs)!

On the topic of family holiday in May: For how long will **Nico** still go on holiday with us, now that he is 18? That's why we let him have a say in it. It was a hard decision for him: Australia or America. Australia, and preferably the same route we took 6 years ago. For me, this would have been a crying shame given how big and diverse this country is.



And so we made the «joint» decision to go to America. We are really looking forward to it.

On the topic of Nico & apprenticeship: **Nico** is in the second year of his apprenticeship at the Cresta Palace Hotel in Celerina. Between the holidays they did not have enough reception staff and so **Nico** had to do overtime and cope without days off. That was pretty hard for him. And the ideal way of showing **Nico** that this is an everyday occurrence for managers in our industry. His report at the end of January really was good, after the penultimate one did not exactly knock me off my socks. For eight weeks, **Nico** kept it in his wallet, folded eight! times. I assume it's now in the rubbish bin and duly disposed of (note from **Bertram**: **Corina** would never do such a thing; she was a model pupil who sat right at the front, carefully sorted all her reports in a folder and we can praise and admire her excellent grades to this day).

Privately, **Nico** is in the «Jungschar» club, which he enjoys enormously. He constantly learns more about it (suddenly **Nico** doesn't mind studying), to be able to organise and run children's camps and play afternoons. That's a lot of fun despite the great responsibility.

On the (favourite) topic of football: Father and son have made themselves comfortable on the armchairs, with crisps, chocolate and all kinds of other sweets and drinks to watch the Bayern versus Liverpool Champions League match live on TV (and the next morning they will worry about what the scales say again).

As you probably know, dear guests, Bayern lost. Oh dear! **Bertram** didn't even want to come into the dining hall the next morning (note from **Bertram**: these rather unsympathetic comments are a little harsh). But if you're happy to cheer loudly, you also have to accept the defeat!

"Winter ade, scheiden tut weh" (good-bye winter, it's hard to let you go) . . .

We look forward to seeing you again

this summer season at the **ENGADINERHOF**

Cordiels salüds

Nico + Corina + Bertram Hissung und staff