

HOTEL
ENGADINERHOF
PONTRESINA

Hallo (or Allegra, as we say here), dear guests,

Summer started wonderfully, and in July, thanks to the heatwave in the *Unterland*, Pontresina was sometimes even fully booked. Unfortunately, when the end-of-season accounts were drawn up, the initial euphoria evaporated as overnight stays were down 3.4% compared to last summer.

It's painful (**Bertram**: I know that with a 91.3% occupancy rate, I'm being very whiny, but even after 31 years with **Corina**, I am still not quite used to losing). **Corina**: we are, nonetheless, satisfied and happy!

A big, big

thankyou,

dear guests

Anniversary

Our employees and I love it when we celebrate our end-of-season in Kochendörfer's Hotel Albris. It is such a cosy place, and the service and cuisine are excellent (note to **Bertram**: the cuisine is much better than my wife's, not to mention the service).

We celebrated two anniversaries this season. **Simona Gabas**, our barmaid, was happy to be celebrating her 5-year anniversary. She works at the bar (note to **Bertram**: logical, if you're the barmaid, isn't it?) and helps out in the evening in the dining room. She is hardworking, reliable and conscientious.

Our native **Irene Rauch** celebrated her 10th anniversary. Her constant good mood (note to **Bertram**: my wife knows this better than I do) is her trademark (note to **Bertram**: actually, her trademark is that you first of all hear "our faithful" **Irene** before you see her).

We were pleased to be able to give a bonus of between CHF 600 to CHF 1,200 to our lovely ladies, as well as the beautiful engraved Engadinerhof clock.

Employees

In the kitchen, **Davide Moretti** is leaving us. He will be replaced by **Gabriele Zocco** from the "beautiful and historic Florence" (note to **Bertram**: I am counting on his Florentine cooking).

In the service, **Cesarina Lorenzini** is leaving us, (she's looking for a "lighter" job), and our chef de service, **Michele Carta**, has accepted a new challenge. His deputy, **Laura Sanna**, is moving up, and she's chuffed about that.

Luana Barradas came back to



us in the summer after a short break (note to **Bertram**: she is my Miss Brazil; especially after the memorable World Cup semi-finals of 2014; reminder: Brazil - Germany 1-7). The same goes for **Silo Santelli**, who returned to the team after a one-season break. We couldn't have hoped for better news!

After nine years, our deputy floor manager, **Susete Pinto**, is leaving us to work in a private household. We are not happy to see her go, because she was our "turbo" in the hotel.

Maria da Silva and **Juliana da Costa** (note to **Bertram**: because they have to) are going with their husbands back to Portugal. **Manuela Rodrigues** is moving to "duty free" Samnaun. The new arrivals are **Fatima Santos** from Portugal, **Tatjana Dragan** from Romania and **Andrea Zsiboracs** from Hungary; she is the partner of **Richard Porpaczy**, our service employee (note to **Bertram**: we work hard to bring families together).

Kitchen

So that our chef, **Paolo**, won't have to march through the dining room smelling of food, we are installing a new extractor system



in the kitchen (note to **Bertram**: at home, it has never smelt of fine cuisine). This is a high level of investment that we are happy to show you.

Cancellation cost insurance

You may have to cancel your booking after the expiration of the free cancellation deadline. In accordance with our contractual terms and conditions, you are obliged in this case to pay 75% of the total amount. To avoid unpleasant discussions, please take out cancellation cost insurance. This money is well spent. Thank you for that.

Room availability

We have changed the time from which you may occupy your room to 15.00. You are welcome to arrive earlier, but your room may not be ready immediately. We carefully and thoroughly clean all rooms; our cleaning staff need time to do it properly. Thank you for your understanding.

Railway luggage service

You can have your luggage picked up at your home and delivered three days later at the reception of the Engadinerhof. The door-to-door offer costs CHF 44.00 for up to 4 items of luggage: www.sbb.ch/baggage-special



Entrance hall

We are very pleased, when “former” guests visit us again after 20 years. We are surprised when entering the hall, they say: “It still looks the same as it used to” (note to **Bertram**: how can one be so “blind”?)

Hotel statistics

Summer 2010:	OS: 17'824	OC: 99.2 %	HB: 16'911 = 94.8%	T: 2'135'643.-- = 119.80 per day/guest
Summer 2011:	OS: 17'290	OC: 101.6 %	HB: 16'602 = 93.7%	T: 2'163'208.-- = 125.10 per day/guest
Summer 2012:	OS: 16'449	OC: 91.6 %	HB: 15'542 = 94.5%	T: 2'079'963.-- = 126.45 per day/guest
Summer 2013:	OS: 16'036	OC: 94.3 %	HB: 15'086 = 94.0%	T: 2'019'747.-- = 125.95 per day/guest
Summer 2014:	OS: 15'598	OC: 97.1 %	HB: 14'729 = 94.4%	T: 1'952'606.-- = 125.20 per day/guest
Summer 2015:	OS: 14'312	OC: 89.1 %	HB: 13'525 = 94.5%	T: 1'871'435.-- = 130.75 per day/guest
Summer 2016:	OS: 14'039	OC: 87.4 %	HB: 13'052 = 93.0%	T: 1'845'376.-- = 131.45 per day/guest
Summer 2017:	OS: 14'766	OC: 91.8 %	HB: 13'525 = 91.6%	T: 1'935'729.-- = 131.10 per day/guest
Summer 2018:	OS: 15'197	OC: 94.6 %	HB: 13'851 = 91.1%	T: 1'981'901.-- = 130.40 per day/guest
Summer 2019:	OS: 14'676	OC: 91.3 %	HB: 13'449 = 91.6%	T: 1'959'306.-- = 133.50 per day/guest

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

Occupancy does not run parallel with overnight stays, because we had different lengths of opening periods.

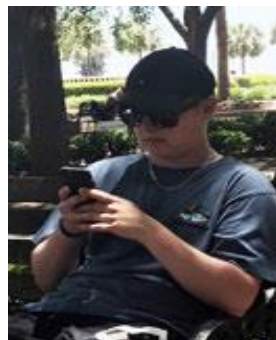
Nationality statistics for summer 2019

Switzerland: 12,876 nights = 87.75 %, Germany: 1,261 nights = 8.6%, both nations together 96.35%. No other nation reaches even 1% – just like previous years (note to Bertram: The more or less common language greatly contributes to the well-being of all guests).

Pizzeria statistics

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

Summer 2011:	489'466.00 = 3'546.00 per day
Summer 2012:	481'641.00 = 3'515.00 per day
Summer 2013:	506'143.00 = 3'749.00 per day
Summer 2014:	442'754.10 = 3'329.00 per day
Summer 2015:	453'164.30 = 3'381.80 per day
Summer 2016:	412'214.30 = 3'220.40 per day
Summer 2017:	436'930.55 = 3'398.00 per day
Summer 2018:	493'215.30 = 3'736.45 per day
Summer 2019:	481'087.60 = 3'644.60 per day



Private matters

Holiday theme: Our family holiday in May in the USA was once more a big hit. We saw and did a lot of things, and the weather was beautiful. Before leaving, we asked **Nico** not to lug his laptop with him under any circumstances, but he was not convinced, because (according to him) he had to study (note to **Bertram**: at the most, new computer games). And so, what was bound to happen, happened. At the airport in Charleston, **Nico** left his laptop at security (they have to pack it again!); and he didn't notice it was missing until we got to Chicago. After many phone calls, we found out that the laptop had been sent to our next hotel in New York. Of course, not free of charge. Needless to say that the laptop was not used once during the whole trip! The main thing is it took up precious storage space (note to **Bertram**: my wife would have rather taken another handbag).

Short trip to Jerusalem: I flew with my brother for three days to Jerusalem. A visit to the Yad Vashem Holocaust Memorial was the focal point. Please allow me to express a few thoughts

about that. The memorial is constructed in such a way that an audio device in German takes you step-by-step through the building and history. Films and photos from this time, as well as diary excerpts, provide more information. Accounts by survivors are also given. No finger-wagging, no accusation, no condemnation. Given the gravity of the events, I was surprised and very impressed. I left the memorial shaken and affected, and I hope from the bottom of my heart that something like this will never happen again.

November holiday: Our motorhome hasn't been used much lately. So, **Bertram** is taking it to Spain for two weeks instead. Of course, it had to go to the garage before he left. You are just glad and grateful when it goes. Then, we booked a last-minute offer with "Mein Schiff" from Dubai to Singapore. The highlight: a private guided tour in Mumbai by our Engadinerhof guests, who are currently working there for SRF and NZZ.

Nico & his apprenticeship: We got a call from the manager of inter-company vocational training for the hotel industry. She asked

us to contact **Nico's** boss, so that **Nico** could spend time in other departments, as stipulated in his apprenticeship plan. **Nico** has spent the last two years at the reception only. We, (note to **Bertram**: **Corina** of course means me) got in touch with the director. He promised to draw up a new schedule. After just two weeks in the Food & Beverage department, **Nico** was back at reception. Shortly afterwards, thanks to the intervention of the mothers of other apprentices, the cantonal authority intervened. Another meeting was held. Lo and behold: very shortly after, the new schedule was operational, just as it should be. **Nico** is once more, thank God, highly motivated.

(Favourite) theme of football: It is planned that father and son go once more to a live match in Munich in December. This is always a big deal for my "boys". I am curious to see whether they manage to coordinate their engagements this time. The last time I had to (felt obliged to) intervene. So, one day "shopping" in Munich is not quite so "awful" (note to **Bertram**: but for me, it is more expensive than a season ticket for Bayern Munich).

We wish you a relaxing Advent and Christmas season.

A revival and best regards!

Nico, Corina, Bertram
& employees