

HOTEL

**ENGADINERHOF**

PONTRESINA

*We are looking  
forward to a  
lovely Christmas*

**Allegra  
dear guests**

Everyone is probably totally fed up with hearing "Coronavirus" (note from **Bertram**: sounds almost like **Corina**), so I apologise for letting the word, nonetheless, slip into my introduction. This little "virus" gave us 3,500 cancelled nights. Nevertheless, we reached occupancy of 86.2%, and in the pizzeria, we had the best summer ever! A gift from God; I cannot say otherwise. **A big, warm thank you to you, dear guests.** Thank you for trusting us to do everything in our power to protect you during your stay with us. It was an unsettling summer season. But I learned from my husband during the lockdown (yes, I do actually learn things from him) how to be positive, not to let the negative headlines get me down (note from **Bertram**: and she could learn more if she actually wanted to). And we would like to do that in view of the coming winter season.





4x Bertram with Giuseppe, Laura, Richard and Irene

## Final meal

We celebrated (to respect the prevailing Coronavirus regulations) at home in the hotel. Very much to the delight of the employees, which surprised me, since almost everyone had to help. It was a beautiful, really informal and happy evening.

## Anniversaries

Our trained mason, **Giuseppe Anelo**, who has turned into a jack-of-all-trades, has been with us for **20 years**. He works with great

precision and neatness (to **Bertram's** taste).

**Laura Anna Sanna** celebrated her **5<sup>th</sup>** anniversary. For those who don't know her, she's our dining room "boss".

She not only has a beautiful name, but is also an organised, hard-working employee with a great laugh.

**Richard Porpaczy** is also celebrating his **5<sup>th</sup>** anniversary. Our versatile man in the dining room and at the bar impresses us with his calm manner, his absolute reliability and his special, subtle sense of humour. We would like to congratulate all of them from the bottom of our

hearts and would like to present this engraved **ENGADINERHOF** clock and CHF 600 respectively the impressive sum of CHF 2'400.

Our local pearl, **Irene Rauch**, is taking her well-deserved retirement after 11½ years (note from **Bertram**: too soon). We sincerely hope that she will not be too bored at home (nothing against her husband), and she will still come to work the odd hour here and there. We would like to thank her very much for her great work and hand her a large gift basket and CHF 1'150 as a "pension allowance" (note from **Bertram**: I love these Swiss words).

## Hotel statistics

Summer 2011:	OS: 17'290	OC: 101.6 %	HB: 16'602 = 93.7%	T: 2'163'208.-- = 125.10 per guest per day
Summer 2012:	OS: 16'449	OC: 91.6 %	HB: 15'542 = 94.5%	T: 2'079'963.-- = 126.45 per guest per day
Summer 2013:	OS: 16'036	OC: 94.3 %	HB: 15'086 = 94.0%	T: 2'019'747.-- = 125.95 per guest per day
Summer 2014:	OS: 15'598	OC: 97.1 %	HB: 14'729 = 94.4%	T: 1'952'606.-- = 125.20 per guest per day
Summer 2015:	OS: 14'312	OC: 89.1 %	HB: 13'525 = 94.5%	T: 1'871'435.-- = 130.75 per guest per day
Summer 2016:	OS: 14'039	OC: 87.4 %	HB: 13'052 = 93.0%	T: 1'845'376.-- = 131.45 per guest per day
Summer 2017:	OS: 14'766	OC: 91.8 %	HB: 13'525 = 91.6%	T: 1'935'729.-- = 131.10 per guest per day
Summer 2018:	OS: 15'197	OC: 94.6 %	HB: 13'851 = 91.1%	T: 1'981'901.-- = 130.40 per guest per day
Summer 2019:	OS: 14'676	OC: 91.3 %	HB: 13'449 = 91.6%	T: 1'959'306.-- = 133.50 per guest per day
Summer 2020:	OS: 14'786	OC: 86.2 %	HB: 13'692 = 92.6%	T: 2'058'481.-- = 139.20 per guest per day

OS = overnight stays, OC = occupancy, HB = half board, T = turnover, T/g and d = turnover per guest and day  
The occupancy rate does not run parallel with overnight stays as we stayed open for different periods of time.

## Nationality statistics summer of 2020 . . The summer of the Swiss!

Switzerland: 13,729 OS = 92.85 %, Germany: 931 OS = 6.3%. Both together add up to 99.15%.

## Pizzeria statistics

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
Winter 2019/20:	292'102.80 = 2'950.55 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
Summer 2020:	567'990.20 = 4'302.95 per day

## Employees

Our pizzeria manager, **Thomas Jankowski**, is leaving us after 17 years. He would like to do something else with his life... (note from **Bertram**: I understand in a way). We are very grateful to have been able to rely on him all these years.

**Sarah Schmidt** from Germany, who worked with us last winter, will take over his job. She is getting support from **Stanko Banovic**, who has increased his working hours. Our floor manager, **Sonia Maria Ferreira Cardoso da Costa**, (luckily, we don't have names that long in Switzerland) is going back to her home country of Portugal with her husband after 14½ years. We would like to thank her for her valuable services.

**Susete Cristina Pinto Magalhaes**, also from Portugal, is coming back to us after a year out and is taking over this job. She had already worked for us for 9½ years as **Sonia's** deputy. It's great when transitions run so smoothly.

## Entrance

We heard from guests that the dated entrance was no longer in keeping with the rest of the hotel (put politely). At really short notice, typical of **Bertram**, we decided to renovate the entrance (note from **Bertram**: actually, I planned a bigger job, but a **Corina** in the hand is worth two in the bush, even though it cost me CHF 20,000).

## Musician

For the winter season, we managed to get **Huw Lewis**. This Welsh pianist is married to a local from St. Moritz. To our female guests: this man has the bluest eyes I have ever seen!



We have had many inquiries about our Coronavirus protection protocol. Sometimes Bertram cheekily asks: What are you doing for our protection? Anyone who stayed with us this summer knows that we put in place a very good and expensive protection protocol. Our guests enjoyed their stay despite the necessary restrictions, and the holiday atmosphere came back. Ultimately, protection depends on each individual, regardless of the number of cases. (note from Bertram: and the amount of my investment).



## On the topic of family holidays

**Holidays in November 2020:** I think this subject has rarely been discussed so quickly as this year. All countries are considered to be on the "red list", which is constantly changing. We were looking at the island of Sylt in northern Germany because we just wanted to spend some time by the sea. Swimming is out, but that's the case for me in Sylt, even in the middle of summer.

We remain flexible (because we have to); the only thing that is certain: luckily, there is always **Bertram's** camping car holiday (note from **Bertram**: Vespa and cycling, with emphasis on Vespa and barbecues).

**Nico & school:** (professional baccalaureate): **Nico** is back at school. He started well and brought home some lovely grades! Every weekend **Nico** is out and about; his schedule is full (note from **Corina**: with everything but studying). Whether this lifestyle is compatible with good grades remains to be seen.



**Nico** has actually started driving lessons.

Dad must, of course, believe in him! I won't get in the car with him until he can drive really well (note from **Bertram**: It may take a long time). I know this is very illogical for a learner who urgently needs a lot of practice. But women are allowed to be illogical. In June, **Nico** had to have an operation on his shoulder at St. Moritz hospital, following an injury a few years earlier. He was not allowed to do anything after the surgery for 6 weeks. No sport, no lifting, so no carrying shopping bags for mother (note from **Bertram**: has he ever done that?), no work and no driving. To cheer him up, I flew with him to the island of Sylt

for a few days, where he had to walk with me every day for one and a half hours. For **Nico**, probably the louisiest holiday ever. **Nico** kept bravely going, even though the weather was so wet that I had to buy a pair of rain trousers so he could keep up his end of the deal without freezing.

### (Favourite) topic of Football:

Probably everyone knows that Bayern Munich has won the Champions League (note from **Bertram**: not only the German Championship, but also the DFB cup, the famous Triple). Everyone staying at the hotel who didn't notice found out the next day at the latest.

My men sat for a long time long before the kick-off in front of our ginormous telly which was bought for that purpose by the way. When it started, I put in ear plug to avoid being torn from my sleep by shrill screams. As a loving wife and mother (note from **Bertram**: loving and nagging overlap), I, of course, quietly put up with it (note from **Nico**: this must have escaped me until now).



We wish you health and happiness

and are looking forward to welcoming you to stay with us again.

Au revoir, auf Wiedersehen and goodbye!

Nico + Corina + Bertram

The Hissung family and staff