





A visibly delighted "rooster in the henhouse" with "Mona Lisa" and Susete Pinto Magalhaes

Anniversaries

"Mona Lisa", Bertram's queen of hearts, Lisa Orsini, has been with us as reception manager for 10 years. Her kind manner is just a treat – she's always friendly, never stressed, enormously hard-working and efficient. And ... to spend 10 years with Bertram in an office, you need very sturdy nerves.

Believe me, I'm a good judge of this after 33 years of "Bertram".

We have also had **Susete Pinto Magalhaes** with us for 10 years, our housekeeping manager. She is like "**Mona Lisa**" – hard-working, fast, clean and always in a good mood – but with her own individual character. Such employees are a gift from heaven.

We congratulated and thanked our two department heads with our loyalty bonus of CHF 1,200.00 and the engraved $E_{NGADINERHO}F$ clock.



Our kitchen crew from left to right: Ivan Mocano, Gianluca Lucchinetti (chef), Alex Correia, Marco Erbizzi and Josip Primorac. Renato Bettegacci is not in the photo.

End-of-season meal

After three end-of-season meals in the hotel (under duress), we were taken out to be spoiled again (note from **Bertram**: I had that every evening at **Engadinerhof**).

We enjoyed our evening in the great atmosphere of Kochendörfer's Hotel Albris. As always, it was great!

Vaccination

All our employees have been vaccinated. Some arrived in Switzerland already vaccinated, and the others were vaccinated out of solidarity.

If I am following these discussions now, it is very much thanks to our employees.

PS: I have heard that "older people" have no side effects from vaccination. The one who had absolutely no side effects was my husband, **Bertram**. What can we conclude from that? (Note from **Bertram**: I'm just very tough).

Employees

During the season, there was a change in the pizzeria. **Markus Schuchter** from Austria took over as a chef. A man with a lot of experience and wonderfully motivated (note **Bertram**: and accordingly expensive).

Elena Coretti joined us to work at the front desk. She did her apprenticeship at the Kochendörfer's Hotel Albris; once real local. again a complements our "big smiler", Beni Hauri, who is attending the catering school in Passugg, and is working with us part time. Duilio Smersi from Italy, Antonio Bulic from Croatia and Vitoria Batista, returning from Portugal, complete our service team.

Carla Gonçalves from Portugal has joined the kitchen crew.



Renovation of rooms 320/321 and the terrace

The above rooms were renovated before the winter season and our terrace this spring. Perhaps, you are wondering whether we do our renovation work following a particular scheme? Yes, actually. For the most part, it's water that sets the tone.

Unforeseen water ingress or leaky roofs determine part of the investment (note **Bertram**: and the finances of course).

Hotel statistics (Bertram's as always endless litany of numbers; he just can't let it go!)

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
Summer 2020:	OS: 14'786	OC:: 86.2 %	HB: 13'692 = 92.6%	T: 2'058'481 = 139.20 per day/guest
Summer 2021:	OS: 15'862	OC:: 92.5 %	HB: 14'980 = 94.4%	T: 2'274'925 = 143.40 per day/guest

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 in parallel with overnight stays, as we stayed open for differing periods of time.

Nationality statistics Summer 2021 . . . or: the partial return of our foreign guests.

Switzerland: 14,293 OS = 90.1%, Germany: 1236 OS = 7.8%. Together, they attained an incredible 98%. The "rest" is made up of a few guests from Canada, USA, Italy, France, Austria, Belgium and the Netherlands. We have more nationalities among our employees than among our guests, namely 11 different nationalities

Pizzeria statistics

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Sommer 2014: 442'754.10 = 3'329.00 per day
                                                                         Winter 2013/14: 450'476.50 = 3'044.90 per day
                                                                         Winter 2014/15: 396'247.60 = 3'274.75 per day
Sommer 2015: 453'164.30 = 3'381.80 per day
Sommer 2016: 412'214.30 = 3'220.40 per day
                                                                         Winter 2015/16: 382'931.10 = 3'245.20 per day
Sommer 2017: 436'930.55 = 3'398.00 per day
                                                                         Winter 2016/17: 342'729.70 = 3'306.25 per day
Sommer 2018: 493'215.30 = 3'736.45 per day
                                                                         Winter 2017/18: 383'230.00 = 3'220.40 per day
Sommer 2019: 481'087.60 = 3'644.60 per day
                                                                         Winter 2018/19: 337'632.50 = 3'185.20 per day
Sommer 2019: 481'087.60 = 3'644.60 per day
                                                                         Winter 2019/20: 292'102.80 = 2'950.55 per day
Sommer 2020: 567'990.20 = 4'302.95 per day
                                                                         Winter 2020/21: we had to close because of Covid 19
Sommer 2021: 523'030.20 = 4'054.50 per day
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We wouldn't improve on last year's record summer in the pizzeria. We are satisfied, despite CHF 44,960 lower sales. In terms of daily turnover, it is the second best summer season we've had. What more could we want?

Private

May 2021 holiday: At least, we had an almost "normal" holiday. The selection was limited to three holiday destinations. We chose Dubai in the Arab Emirates.

Holidays to meet **Nico's** taste. "Chill out" and eat well – ideal at temperatures of between 36° and 40° C (note from **Nico**: but it wasn't possible without excursions – greetings from **mummy**). The luxury Dubai Mall shopping mile (note **Bertram**: was expensive), Burj Khalifa and Marina Bay had to be visited.

something other than a cruise. Far from it: he does not know our tenacity (Note from Bertram: Corina means her tenacity; I would have been very happy with a camping car holiday). We have now decided on a trip from Mallorca to the Canary Islands. And if this is cancelled for any reason (volcanic eruption or whatever), we will find another route (note from Bertram: please replace with Corina).

Nico & School (maturity examinations): Nico started school in Sargans in August. He is

T. T.

Badrutt's Palace Hotel in St.

"human resources". He really

people

Today,

Moritz.

enjoys that.

Football (favourite topic):

Bertram's friend Micha, a self-confessed Leverkusen fan, gave my husband an invitation to the Leverkusen-Bayern game for his 60th birthday. What's more, in a VIP lounge, and for the whole family! Yes, I could have gone along, but someone had to hold the fort at the hotel for the end of the season.

So **Nico** and **Bertram** (without me) flew to Leverkusen on the last open weekend. Bayern won 5 to 1! I'm glad about that. I didn't have to put up with grumpy men at home.



actually turned **60**. Our staff did not miss the occasion. They surprised him with cakes and gifts. Rarely have I seen my husband so overwhelmed and speechless.



Burj Khalifa; the trip couldn't have been that bad for my men!

On the way back, we would have liked to take a taxi. As a family of 3, we were not allowed to travel in a taxi, as no one was allowed to sit next to the driver and only two people were allowed in the back. So we were forced to take the metro, squashed together like sardines in a tin. Covid rules are allowed to be illogical, aren't they?

November holiday 2021: Our cruise ship trip from Antalya to Dubai was cancelled. The travel agent said that, under the circumstances, we should book

working at the same time. Thanks to an entrance examination, he was able to "skip" a semester. For the Swiss federal maturity examinations, subjects have to completed, which could become a disaster for Nico with his professional maturity. specialising in business. Chemistry and physics examination subjects Nico has not yet done. He now has to catch up with the missing material for these subjects, which is a mammoth task. His motivation is "in the doldrums", to put it very politely. Two days a week, Nico works in

We wish you wonderful holidays and a happy start to the new year, 2022

the personnel department at

Nico + Corina + B. Hissung
The Hissung family and employees