

Engadinerhof Guest Newsletter no. 46/2023

Pontresina, November 2023

Allegra dear guests!

As **Bertram** would say: "The accounts are settled at the end of the season". How right he is (**Bertram's** comment: "As always"). We made up for the unexpected shortfall in July and August in September and October. Certainly, also thanks to the great weather. From June to September, the Engadinerhof generated the highest number of overnight stays in Pontresina, even though we are not the largest hotel in terms of beds. **Bertram** was finally happy again, although he bemoans the two months of July and August of course - this is typical of him.

My megalomaniac husband thinks the first place is the ranking he deserves! What else can you say? (**Bertram's** comment: "Nothing, just nothing, even if **Corina** finds it hard to keep silent").

We owe this "first place" to you, only to you! A big, heartfelt "**Grazcha fich**".

Hotel statistics (**Bertram** enjoys the figures again)

SU 2014	OS: 15.598	OR: 97.1%	HB: 14,729 = 94.4%	R: 1,952,606.00 = 125.20 p.d./guest
SU 2015	OS: 14,312	OR: 89.1%	HB: 13,525 = 94.5%	R: 1,871,435.00 = 130.75 p.d./guest
SU 2016	OS: 14,039	OR: 87.4%	HB: 13,052 = 93.0%	R: 1,845,376.00 = 131.45 p.d./guest
SU 2017	OS: 14,766	OR: 91.8%	HB: 13,525 = 91.6%	R: 1,935,729.00 = 131.10 p.d./guest
SU 2018	OS: 15.197	OR: 94.6%	HB: 13,851 = 91.1%	R: 1,981,901.00 = 130.40 p.d./guest
SU 2019	OS: 14,676	OR: 91.3%	HB: 13,449 = 91.6%	R: 1,959,306.00 = 133.50 p.d./guest
SU 2020	OS: 14,786	OR: 86.2%	HB: 13,692 = 92.6%	R: 2,058,481.00 = 139.20 p.d./guest
SU 2021	OS: 15,862	OR: 92.5%	HB: 14,980 = 94.4%	R: 2,274,925.00 = 143.40 p.d./guest
SU 2022	OS: 15,260	OR: 89.0%	HB: 14,420 = 94.5%	R: 2,226,481.00 = 145.90 p.d./guest
SU 2023	OS: 15,282	OR: 89.0%	HB: 14,526 = 95.0%	R: 2,292,670.00 = 150.00 p.d./guest

Legend: OS = overnight stays, OR = occupancy rate, HB = half board, R = revenue, p.d./guest = revenue per day and guest

Nationality statistics summer 2023

Switzerland: 13,448 OS = 88%, Germany: 1,100 OS = 7.2%. As always, these two nationalities dominate (just like in football, but only low down on the result sheets).

Pizzeria statistics: (We still have room for improvement here.)

Summer 09:	534,871.00 = 3,932.00 per day	Summer 10:	532,296.00 = 3,775.00 per day
Summer 11:	489,466.00 = 3,546.00 per day	Summer 12:	481,641.00 = 3,515.00 per day
Summer 13:	506,143.00 = 3,749.00 per day	Summer 14:	442,754.10 = 3,329.00 per day
Summer 15:	453,164.30 = 3,381.80 per day	Summer 16:	412,214.30 = 3,220.40 per day
Summer 17:	436,930.55 = 3,398.00 per day	Summer 18:	493,215.30 = 3,736.45 per day
Summer 19:	481,087.60 = 3,644.60 per day	Summer 20:	567,990.20 = 4,302.95 per day
Summer 21:	523,030.20 = 4,054.50 per day	Summer 22:	485,417.65 = 3,467.25 per day
Summer 23:	497,537.65 = 3,631.65 per day		

Engadinerhof up for sale

Bertram and my brother commissioned an estate agent to sell our hotel. We hope to find a buyer by the end of summer 2024. **Bertram's** wish to retire at 63 would then be fulfilled. For him, however, this does not mean "doing nothing", but "reorienting himself". Nico thinks I'm in for tough times. **Bertram** will surely want to reorganize the household first (**Bertram's** comment: "This is sorely needed").

End of season dinner and anniversary

It always makes me so proud to see what each staff member and each department has achieved. We spent the well-deserved end of the season together at the Hotel Albris.

Our porter **Helder Valente** celebrated his **20th** anniversary. **Helder** joined us as a "very young lad". Today, he is an established man who has a wife and three children. What **Helder** achieves during the season is incredible. No matter how much there is to do: he is never hectic or irritable, and as a porter you always have a lot of work (**Bertram's** comment: "How it supposed to be!"). Engadinerhof without **Helder** is something I cannot imagine.

We congratulate and thank our jubilarian from the bottom of our hearts! We presented him with a large, engraved toolbox and our loyalty bonus of CHF 2,500.

Hotel director

Bettina Schmid-dos Santos Almeida will become our hotel director as of 1 December 2023 (that's right, her name has changed; she got married in July). This guarantees a smooth transition in view of the planned handover of the hotel. I love it when young people have the confidence to take responsibility and bravely strive for the "top".

Employees

Receptionist **Elena Coretti-Crameri** leaves us to enjoy her residence in the south.

In return, the reception desk gets a real boost (**Bertram** can sit back and relax in future).

Roland Usai from Germany will lead the team as assistant manager with a focus on the reception desk.

Gianna Marini from Italy (grown up in Switzerland) will work 80 percent part-time and **Sigrid Then**, Swiss, 40 percent part-time. **Bertram** has been interested in her for years. (**Bertram's** comment: "Please do not misunderstand!").

Luana Barradas de Souza, **Eduarda's** sister, is returning to us to work 40 percent part-time in our service department.

Zoran Markota is also returning to us to support our kitchen team as a dishwasher. In addition, **Fabio Gurini** from Italy completes the kitchen team as a cook and all-rounder.

Alex Correia-Funina, who has been standing in for the pizzaiolo for years, will take over the position of chef in the pizzeria. **Joel Schmid-dos Santos Almeida** (husband of **Bettina Schmid**) takes over from **Mathias Haberland** as Chef de Service.

And last but not least, a new chambermaid joins our team: Regina Maria **Ferreira Santos** from Portugal.

Guest register

In order to optimize our database and keep it up to date, guests who have not visited us for more than 3 years will be deleted from the database. This prevents them from receiving unwanted "mail" and helps reduce the burden on the environment.

Change of bed linen

We are often asked why we change the bed linen regularly. For me, this is a self-evident service of our hotel. However, to accommodate those guests who do not wish this service, we will put a card in the guest folder which you, dear guests, can place on the bed if you **do not** wish that we change the bed linen. (**Bertram's** comment: "What a sentence! Now you know how **Corina** talks to me; she can talk nineteen to the dozen.")

Tap water

To date, we have provided tap water free of charge. However, the required effort is high: purchase of bottles, filling, serving and rinsing. Starting this winter, we will charge CHF 3.00 per litre and CHF 2.00 for half a litre. For every litre of water sold, we donate one franc to the "Viva con Agua" network, an organization that finances projects for drinking water solutions in third world countries. DRINK TAP WATER, DONATE DRINKING WATER!

Private matters

Time off in May 2023: Cruise in Asia. Vietnam was very interesting. We called into three ports between north and south, which gave us an insight. A beautiful country with friendly people. In the south of Vietnam and in Thailand we had temperatures of up to 40° Celsius.
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Singapore was another highlight. There's always something great to do. (**Bertram's** comment: "...and to buy!")

Time off in November 2023: On 25 October, we took a plane to New York. I was already looking forward to going for a walk on the High Line. This is a disused freight train path, 2.33 kilometres long, 7.5 metres above the ground, which winds its way through the houses. They have done such a great job of greening this path - an absolute must-see for me. From New York we went by ship to Jamaica. We stopped at great ports, e.g. Cape Canaveral, where we visited the Kennedy Space Center; really impressive.

Bertram can finally try out his new BMW motorcycle. He was all of a dither when he went to Spain for two weeks - again with a camper van and trailer, of course. Maybe I'll visit him there for a few days (**Bertram's** comment: "Why? Is this really necessary?")

Nico & studies: Nico is still enrolled at ZHAW in Winterthur. In Engadin, he has given up his various commitments for the church and spends more time in the lowlands. That means for me: less laundry! Our son is a world champion at changing laundry and has therefore been nicknamed DIVA by his colleagues (**Nico's** comment: "I am innocent because I inherited this gene from my mother").

(Favourite) topic 'football': To be honest, I've lost track of things a bit (**Nico's & Bertram's** comment: "She's never kept track of things"). It seems to me that there is nothing going on at the moment, 'Tote Hosen' as we call it. (**Bertram's** comment: "It's actually called 'tote Hose' and not 'Tote Hosen', because that would be a German band, but what can I say after 35 years with **Corina**, except: **Harry Kane**: 17 goals in 11 matches!")

Happy holidays and a happy start to the new year 2024!