

## What's new on the resort this month?

### General Overview

- We have just returned from the European Resort Managers conference in Tenerife where the theme of the conference was the 5 Senses - touch, taste, smell, sight and sound. These 5 touch points can make a guests holiday if we get them right from the first moment that they arrive on the resort. Lorna will be rolling out this training with all staff members over the coming weeks.
- Refurbishment has commenced in units 4, 25 and 27. These are expected to be completed by March.

### Reception

- Reception have been busy this month reviewing and training on new procedures.
- The Customer 360 training is being rolled out and this allows us to recognise various requests that guests may make when staying at resorts e.g. Guests birthdays, requiring a ground floor unit, a guest who always requests extra blankets.

### Housekeeping

- Housekeeping have been concentrating on spring cleaning as January is a quiet month which gives everyone a chance to focus on common areas as well as deep cleaning in units.

### Maintenance and Grounds

- We have had a condensation problem in the attic space of the Leisure Club above the gym and this has caused a number of problems with water leaking down through the ceiling and getting into the electrics. As a result we had to close the gym and relocate some of the machines into the foyer. The lighting has now been replaced with waterproof, outdoor standard fittings and the gym is now open and fully up and running again.
- A survey is being undertaken to ascertain the reason for the condensation.
- Maintenance weeks have commenced again in the units and we are planning in advance
- Work is progressing on the hedgerow and the driveway improvements



### F & B / Entertainment

- Once again F&B have experienced a busy month. New menus have been put in place and Talbots is very popular with guests for both lunch and dinner.
- Breakfasts are still hit and miss but this service is continuing to be offered.
- The Mothers Day menus are now available for viewing on the website.
- We have also organised a Titanic themed Murder Mystery evening to be held in April. Details of this will soon be available on the website.

## DRI update

The long awaited statistics to the Post Stay Survey emails has now been implemented and as of next month we will be able to review the range of feedback and utilize this information effectively in resort. The emails have been sent out since July of last year and the response rate has been pleasingly high at 28%.

From January 28<sup>th</sup> to February 3<sup>rd</sup> 2011 all European Resort Managers and Senior Executives from DRI joined a European Resort Management Conference that was held in Santa Barbara Golf and Ocean Club in Tenerife.



### The conference theme this year

The main purpose of the conference was to bring corporate and the resort management team in Europe closer together.



As you can see from the photo we all felt we are one big cohesive team providing for a new and enhanced hospitality concept, now and in the future.

We are truly dedicated to providing our members and guests with effortless and relaxing vacation experiences every time, for a lifetime.