

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

### General Overview

- March Occupancy 2011 76%                      March Occupancy 2010 78%.
- 3 units were offline in March for refurbishment
- Lorna attended the regional meeting at Pine Lake in March carried out by Suzana Gomercic and Carmina Saiz which was an extremely informative and positive and much was gained - we now have to put things into action
- There was a little bit of drama this month when a guest fell and hurt her arm and an air ambulance was sent out. Luckily the guest had not broken her arm but it was quite a sight to see the air ambulance land on the lawn.



Excitement at Thurnham Hall!

### **Actions since last meeting**

- Refurbishments have been completed in units 4, 25 and 27. The units have been completed to a very high standard and the guests who have stayed in these units have given us very positive feedback.
- We have provisionally booked the 15<sup>th</sup> September in the diary for an owners and guests carvery (hot sandwiches) to allow the owners to gather after the AGM.

### **Reception**

- Reception have been kept busy this month; with the weather being good a lot of guests are asking for information regarding places to go and things to see in the local area.
- Claire has started attending monthly area Reception calls which allow all the Reception Managers in the UK to share best practise and get good ideas to implement in their own resort.

### **Housekeeping**

- Housekeeping have been a great help this month getting the refurbished units ready to go back on line and ensuring that each new apartment has all the correct crockery and linen etc.

### **Maintenance and Grounds**

- We have had a delivery of 2 new buggies. The maintenance buggy is a tipper buggy and this will help the grounds team when they are collecting leaves or transporting mulch for the flowerbeds.
- Due to the high winds this month a 40 foot tree fell near to the pond. The tree was in good health but it became uprooted as it was growing out of the bank of the pond. This has now been removed.
- The maintenance team have been continuing with the scheduled maintenance weeks in various apartments ensuring that the high standards of unit quality remain.

### **F & B / Entertainment**

- Once again F&B have experienced a busy month. Over 130 covers were booked for Mothers Day in the restaurant and it was a very successful day.
- We are looking at introducing an excursion to Leighton Hall which will include a Birds of Prey demonstration.

### **Sinking Fund / Reserve Fund**

- Sinking fund expenditure on 3 refurbishments and 2 new golf buggies for grounds and housekeeping.
- Over the next few months we will be looking at possibilities for revamping and reworking the facilities in the leisure centre.
- The work on the flues in the Woodland View block is initially scheduled to commence in September.

## **DRI update**

The TATOC conference held at the Park Royal Hotel in Warrington was a great success. Patrick Duffy delivered a workshop presentation on the 'Sharing Success' theme and explained how DRI and the 5 senses, the Meaning of Yes and the DRI brand tenants of Simplicity, Choice and Comfort are combined together to provide our owners, members and guests with the ultimate holiday experience in our DRive to exceed expectation. This conference just goes from strength to strength

every year and this year was no exception. Topics ranged from 'What is a Trustee' to Facebook and social networking!



Suzana Gomercic, DRI Vice President European Resort Operations, with Tony Pearce and Peter Harcourt of Sunset View committee and Peter's wife Lin (top)  
Peter Ingerslev Nielsen and Amanda O'Garrow, DRI founder member representatives, at the DRI stand (middle right)  
Susan Crook, Director of Legal Services & European General Counsel, with a member of Club Vista Verde (middle left)  
Patrick Duffy (second from the left). Chief Experience Officer, with other members of the Industry Round Table Group (bottom)

Below is an email all team members at DRI received from Patrick Duffy recently.

“This is a perfect example to show you how we share success in imparting The Meaning of YES®. As a global philosophy, we are in a position to share with each other the knowledge of our owner and member travels.

Probing questions, and great conversation give us this extra information. When this information is shared, Diamond Resorts International is in control of creating a consistent experience. Both through our technology, and as simple as an email informing each other of members upcoming vacations.

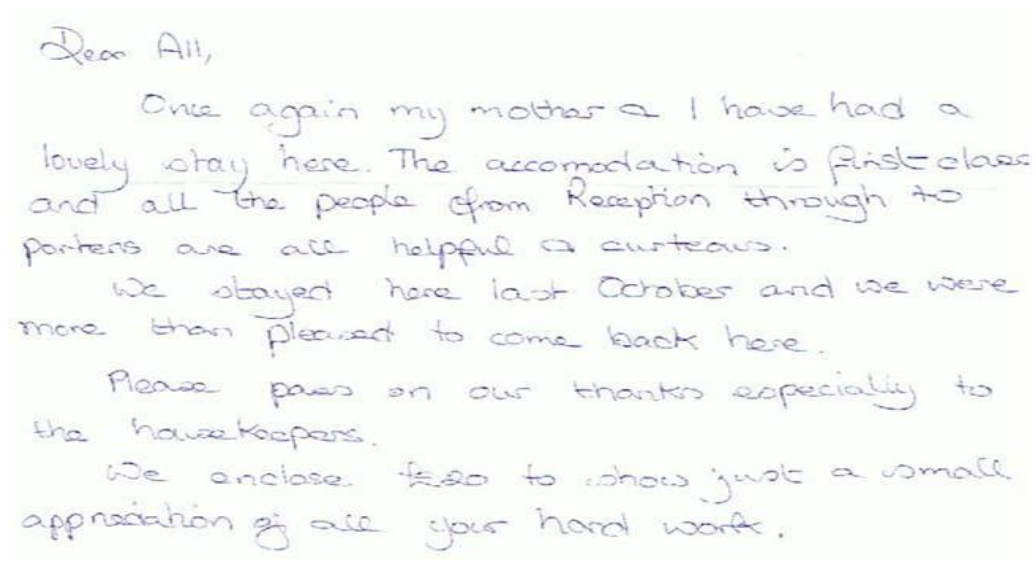
Remember....”Your Every Stay” in the Meaning of YES® gives you the opportunity to **“Deliver a difference, deliver it daily and deliver it with delight”!**

This is the email to which he was referring

“Back in September we were notified by Anne Bennett, GM at the Sunset Beach Club in Spain, that the Edwards family, who normally vacation at her resort, was planning a trip to the US so their son could celebrate his birthday by swimming with the dolphins. Their son has special needs and requires a hospital bed in the unit. The staff at Polynesian Isles made sure the hospital bed was ordered and placed in their unit prior to their arrival. Lavern Wright and Deborah Walker, front office, found out when the son’s birthday was and had a balloon bouquet waiting for him when the family returned back to the resort that day. The Edwards family is very grateful for the special attention that the staff has shown to their son. “

Mark Floyd, Resort Manager Grand Beach Resort & Polynesian Isles Resort Master Assoc.

## Comments from Guests



Before leaving after their stay a very happy member went to see Lorna with this lovely big box of chocolates to share with all the staff.

She said that everyone had been extremely helpful especially the Reception staff. Well done everyone!