

It hardly seems like 12 months since the last time I was wishing you all a very Merry Christmas and a Happy and Health New Year but here we are again! Looking back over the last 12 months we have been very busy at the resort. Some of the many things undertaken in yet another busy year include

- recommenced our refurbishment programme
- welcomed Mike Forth and Roger Hailwood to the committee
- seen the arrival of Talbots as the new F&B franchisees
- attained a wedding license and had our first wedding at the resort
- introduction of the weekly parties
- staff experienced the Meaning of Yes®, which further inspired Lorna and her team to enhance our hospitality offering to give even greater member satisfaction.

Thought for the month

C is for Candles that glisten and glow.
H is for Holly all sprinkled with snow.
R is for Robin his breast ruby red.
I is for Infant tucked safely in bed.
S is for Santa so jolly and bright.
T is for Twinkling as stars in the night.
M is for Merry your Christmas will be.
A is for Angel adorning the tree.
S is for Sharing the season anew

May all that you wish for this Christmas come true.

What's new on the resort this month?

General Overview

- The resort has now been decorated for Christmas and there is a wonderful festive feel around the Great Hall.
- Lorna and 4 members of staff as well as staff members at Citrus House attended a presentation on the Meaning of Yes® with Patrick Duffy who is the Chief Experience Officer. We all benefited from this talk and came away feeling positive and ready to implement the Meaning of Yes® at every interaction.

Actions since last meeting

- Work on the new hedgerow and fencing commenced this month and has now been completed.
- The refurbishment of units 3, 31 and 35 has been ongoing and the bathrooms and kitchens are now completed and the carpets and curtains are in the process of being installed.

Reception

- Our newest receptionist Laura is doing well and is a great asset to the team.

Housekeeping

- As always the housekeeping department are doing a wonderful job and are performing every task that is set out in front of them.

Maintenance

- In preparation for the departure of John, our new maintenance supervisor Tom has now joined the team. He brings with him a wealth of knowledge and we are sure that he is going to be a great asset.

F & B / Entertainment

- F&B have celebrated their 1 year anniversary with us and have been very busy this month. This looks set to continue with both Christmas Day and New Years Eve being fully booked

already. There are also a number of Christmas parties booked and we have the Carol Service to look forward to on the 12th December.

Sinking Fund / Reserve Fund

- No new expenditure this month but the new beds that were a sinking fund expenditure have now been delivered to Head Office so we are getting them all into the units over the next couple of weeks.

DRI update

Our Hospitality Management team improves the worldwide Diamond experience, one guest at a time

Just as each of our resorts provide unique vacation holidays for our owners, members and guests, our Hospitality Management team focuses on the individual concerns that arise throughout our family of more than 385,000 customers worldwide.

Whether guests are experiencing a situation at Cala Blanca or Cypress Pointe, at a managed resort or non-managed affiliate, expressing concern regarding our product offered or a sales encounter, our Hospitality Management team respectfully listens to our owners, members and guests, and responds with the care, concern and commitment necessary to uphold the Diamond brand of service excellence.

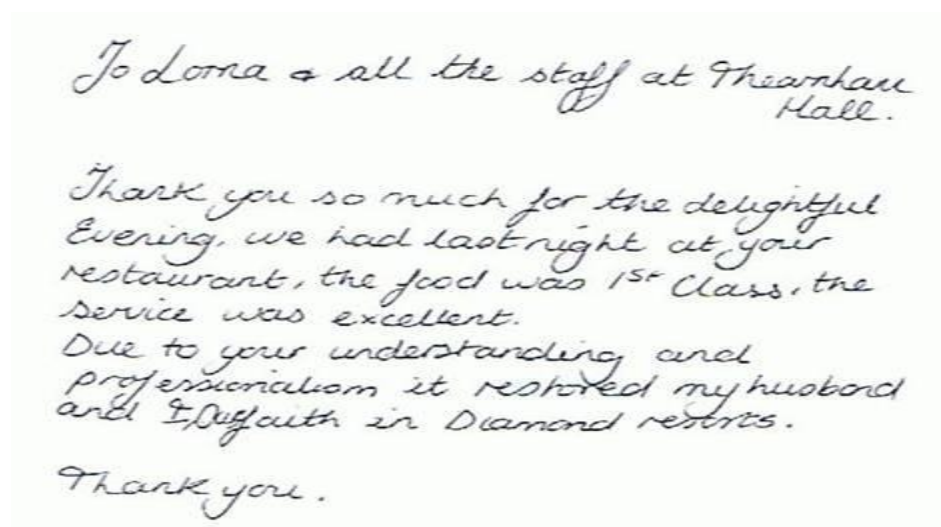
"The speed with which you answered our concerns and the care you took to phone and e-mail us is reminiscent of a standard of service that is so often lacking these days."

The Meaning of Yes[®] empowers team members worldwide to take the necessary actions to ensure the comfort of our customers and anticipate their expectations. When situations arise where we fall short of meeting those expectations, Diamond has, with its Hospitality Management department, a global team in place to make a difference and provide the care, concern and commitment our guests deserve.

Each and every team member should approach the coming holiday weeks with the care, concern and commitment our guests deserve.

Ensuring we are delivering the Diamond Experience.

Comments from Guests



Thank you for making our first winter weekend stay at Thurnham very nice, our apartment was very clean and fresh looking. We had a meal in the restaurant and that too was lovely, all the staff work so very hard and always are smiling.

We thoroughly enjoyed our stay and the apartment was very comfortable and a very friendly staff. We look forward to a visit again next year.

Just to wish you
A very Happy Christmas
and a
Prosperous New Year

A big Thank you to you all Hall and
Restaurant staff for making our
holiday special
Best wishes to you all