

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

### General Overview

- In January we had a British Safety Council Health & Safety Audit on site and we have just been informed that we have received the highest award of 5 stars. Overall the resort achieved 93.4%. All the staff members put a lot of hard work into preparing for this audit and everyone is thrilled that the hard work has paid off.
- Although in general the resort has been quiet this month, at half term the resort was fully booked.
- Refurbishment has commenced in units 4, 25 and 27. These are expected to be completed by early March.

### Reception

- The reception team have been spending time this month completing Duty Manager training. All of the Reception team members are going to be brought up to Duty Manager standard so that they are equipped to deal with any query or comment that a guest may have. This will help to improve our service levels by being able to react instantly to a guest request.

### Housekeeping

- The housekeeping team have continued to carry out deep cleans in all areas whilst the resort has been at a lower occupancy.
- We have started to introduce the new kitchen inventory in all of the apartments. This will take a while until each apartment has been brought up to the same standard.

### Maintenance and Grounds

- We currently have a problem with moles around the grounds. A survey has been conducted and once we get the results of this survey we will be able to proceed with tackling the problem.
- 3 new fire doors have been installed in the Leisure Club as the old ones were no longer effective in the event of an emergency.

### F & B / Entertainment

- Once again F&B have experienced a busy month. Valentines Day was fully booked in the restaurant and Bill Roberts, our Resident pianist played that evening.
- 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.
- The restaurant have done about 5 hog roasts for private parties over the last few months



Anyone for hog roast?

- We have a new starter in the Leisure Club. His name is Joe and he is a great asset to the team. He is interested in keeping fit and trains on a daily basis. He is great with the guests using the gym by helping them with the equipment and giving them handy tips for keeping fit.
- A new leg curl/extension machine for the gym has been purchased



Let Joe help get those legs ready for summer with the new equipment in the gym!

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

- Refurbishment of units 4, 25 and 27 is underway as scheduled.
- The survey relating to the condensation issue in the leisure centre has just been received.

## DRI update

DRI will again be attending the 2011 TATOC conference in Warrington as a Platinum Sponsor. Suzana Gomercic, Patrick Duffy, Peter Nielsen and Amanda O'Garrow will be in attendance. Susan Crook, Director of Legal Services and General Counsel for DRI in Europe, will make a special guest appearance as a panellist for the forum to discuss the new Timeshare Legislation which has recently come into force. Susan has spent many hours on the legislation and the changes to ensure all DRI documentation and procedures adhere to the new Legislation.

We are in the process of sending out letters to all owners who have reservations from 28<sup>th</sup> March 2011 through to and including 3<sup>rd</sup> July 2011 and have outstanding management fees.

We have split the mailing into 3 batches:

### **Batch 1 – 28<sup>th</sup> March through to 1<sup>st</sup> May**

The letters will be going out today Friday 4<sup>th</sup> March and will have a pay date of 18<sup>th</sup> March, if not paid by this date the reservations will be cancelled on the 21<sup>st</sup> March 2011.

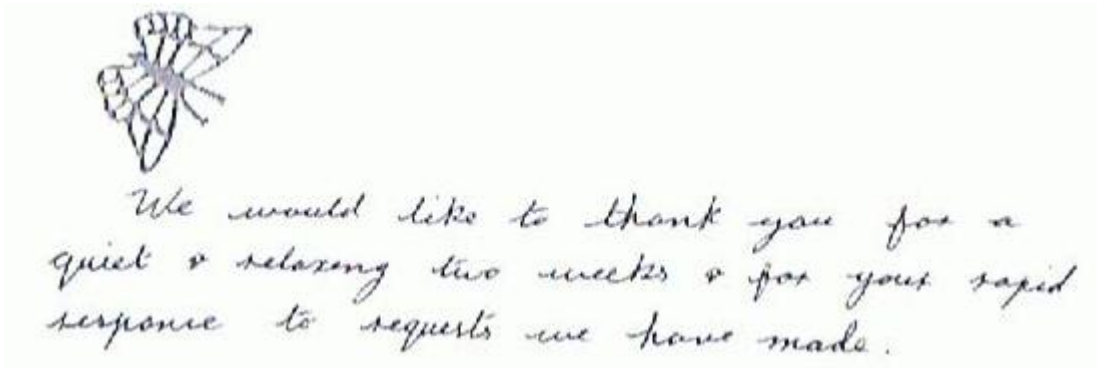
### **Batch 2 – 2<sup>nd</sup> May through to 5<sup>th</sup> June**

It is anticipated that the letters will be sent Thursday 10<sup>th</sup> March with a pay date of 25<sup>th</sup> March, if not paid by this date the reservations will be cancelled on the 28<sup>th</sup> March

### **Batch 3 – 6<sup>th</sup> June through to 3<sup>rd</sup> July**

It is anticipated that the letters will be sent on Thursday 17<sup>th</sup> March and will have a pay date of 1<sup>st</sup> April, if not paid by this date the reservations will be cancelled on the 4<sup>th</sup> April.

## Comments from Guests



We had a lovely stay in the wonderful Hall. The studio is wonderful – we will certainly put in for it again. We would like to praise all the staff we came in touch with – everyone was so friendly and helpful in the LC, The Restaurant, Reception desk, housekeeping and maintenance.

But we would like to especially mention Jeff (maintenance), Maya (housekeeping), Gary and Carly on reception (duty managers) for their prompt and friendly dealings with any of our requests or repairs!

We hope next time the electronic keys work better!