

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

### General Overview

April Occupancy 2011 79%

April Occupancy 2010 79%.

- The pond at Woodland View has been cleared out and we are sourcing the best pump to allow this to be turned back into a water feature.

### Reception

- Reception has employed a new Night Auditor this month called Keith. Keith is currently training with the team before starting his solo shifts.
- Carly Williams has been awarded the Employee of the Month title for her outstanding Customer Service contributions and her positive work ethic.

### Housekeeping

- Housekeeping has been very busy this month with the high turnover of guests over the Easter holidays. All of the team have worked very hard and are a credit to the resort.

### Maintenance

- We have been focusing on the grounds this month as there have been no units off for maintenance weeks over the holiday period.
- The combination of the hot weather and spring showers has meant that everything in the grounds is blooming.
- The stepper has now be repaired and returned to the gym.

### F & B / Entertainment

- Once again F&B have experienced a busy month. We held a buffet for the royal wedding, and a very successful "Titanic" themed murder mystery evening.



Enjoying the Royal Wedding and buffet

- Over Easter we held an Easter egg hunt, a colouring competition, egg and spoon race, egg painting and a Guess the name of the Bunny competition.



**Some of the eggs decorated by the children, what a good job they did!**

- Earth Day was celebrated on the 22<sup>nd</sup> April and we planted a Morello Cherry tree to mark the occasion.



**Earth Day tree planting, hope we don't wait too long for the cherries.**

## Sinking Fund / Reserve Fund

- 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

DRI have added a further 8 new affiliate resorts across Europe to THE Club® portfolio over the course of the last few months – 4 resorts in Austria, 2 in Germany and 2 in Italy.

These new destinations will significantly expand our lakes and mountains offering to our points club members, as a number of these resorts are situated in, or near to, ski locations, which are always in demand by our members. The resorts also offer good outdoor activities and wellness facilities, making them ideal for our members who have expressed these features as key preferences in selecting their holiday destinations, so this is a good way to introduce them to our members and prospective members.

The resorts are also conveniently situated to take advantage of exploring some fascinating European cities such as Vienna, Innsbruck, Verona, Zurich, Munich, Lake Garda and Salzburg for city centre day trips.

If this is not enough in the last week we have added a further resort in Sweden!

We are also very excited with the addition of four Norwegian Cruise Line (NCL) itineraries to the portfolio of THE Club® allowing our members to use their points to book cruise only options!! They can select from:

- Alaska, on Norwegian Pearl, departing from Seattle on a 7 night round trip, members can go whale spotting, view the glaciers and discover the native peoples culture with points values from just 16,000 for a cabin
- Eastern Caribbean, on Norwegian Epic (a brand new ship launched earlier this year), departing from Miami on a 7 night round trip visiting St Maarten, St Thomas and the Bahamas long the way, cruises are available from as little as 15,000 points per cabin
- Western Mediterranean, on Norwegian Epic, departing from Barcelona on a 7 night round trip stopping to see the wonderful sites of Florence, Pisa, Naples and Pompeii in Italy, from just 15,000 points per cabin
- Hawaiian Isles, on Norwegian Pride of America, departing from Honolulu on a 7 night round trip visiting the wonderful islands of Hawaii, Big Island, Maui, Oahu and Kauai, from just 16,000 points for a cabin

We are also continually looking at ways of improving what we offer to our fixed and floating members and hope to be able to bring you more information on updates to the [www.DiamondResortsHOA.com](http://www.DiamondResortsHOA.com) website which will allow members to take advantage of rental bonus nights via a live availability matrix via the 'Rentals' page of the website. We are investigating the possibility of the introduction of member benefits and special offers such as the Dell discount offer already available on the home page of the [www.DiamondResortsHOA.com](http://www.DiamondResortsHOA.com) website.

## Comments from Guests

We have just returned from our holiday in the north of England which was completed by our stay at Thurnham - this was our first visit to Thurnham and we would particularly like to pass on our thanks to the night staff who sorted out the problem we discovered when we wanted to go to bed on our first night (we were in no 28 studio apartment), it was very quickly & professionally dealt with. There were no further problems and we really enjoyed our visit - especially the talk on the Wednesday evening - fascinating!

I would like to comment  
on the health club, things  
have improved tremendously,  
and staff are helpful.

Pool and changing rooms  
are much cleaner.

Please thank all the  
staff.

To,  
All the staff at  
Thornham Hall

Well done, your customer  
service skills are excellent  
from the warmth and  
helpfulness at Reception  
thru Leisure Centre and  
Bar, Housekeeping and  
Maintenance.

Many thanks