

# GSU Newsletter 1<sup>st</sup> Quarter 2015

## *Recognition*

### Singapore

#### **G.O.V.E.T.S.**

MVW rewards outstanding associates for their contributions to the basic foundations for our success. Our focus is keeping customers happy, our associates happy, and managing our bottom line profits. We refer to these foundations as G.O.V.E.T.S.

- G** – Guest Relations
- O** – Owner Service
- V** – Volume Production
- E** – Expense Management
- T** – Team Culture
- S** – Self Development

Congratulations to these, our 2014 recipients!

Associate of the year 2014: Zoe Tang  
Leader of the year 2014: Ed Tsui (Team Leader)  
G.O.V.E.T.S. Owner Services 2014: Pramila Sanggu  
G.O.V.E.T.S. Guest Relations 2014: Simona Chan  
Outstanding Dedication Award: Sachiko Uchida

### Salt Lake City

#### **First Time Buyers**

Our First Time Buyer Coordinators receive calls from our Sales Executives and our brand new Owners (who reside in the US, Canada, and Caribbean) while the new Owner is still at the table signing their paperwork for purchase. Our Coordinators have a very short, high level, engaging conversation with our new Owners to help them understand we have an outstanding team here at Owner Services ready to assist them in planning their vacations. We've been partnering with all our sales sites since mid-year 2014. While this is still a fairly new process, we are trending with a 2% decrease in rescission on those new Owners our Coordinators talk to compared to those new Owners we are unable to connect with. A huge thank you to these individuals for making such a huge positive impact to our business!

#### **Coordinators**

Tiffany Jackson  
Jen Burns  
Brenda Ogden  
Kelli Whitney  
Jodi Hurdsman  
Tina Benj  
Jennifer Haugsoen  
Meagan Allsop  
Hillary Harris  
Annalisa Nielsen  
Diane Campbell  
Jodi Steadman

Cynthia Call  
Sandra Morris  
Ivy Lazenby  
Brenda Sanford  
Heather  
Laubershimer  
Jeana Barbieri  
Daniel Renzo  
Shay Loyd  
Stacey Garlick  
Emily Roseborough  
Laura Wright

McKenzey Dain  
Heather Chisholm  
Cassandra Adams  
Robert Schmidt  
Rebecca Gaines  
Barbara Stott  
Sara Swank  
Vicki Brooks  
Ashley Flusty  
James Rowlands  
Claudia Cooper  
Anita Wherry

Charlotte Clark  
Jennifer Brooks  
Kim Sandberg  
Lori Larsen  
Maria Fredrickson  
Mary Henrie  
Terri Shafer