

# GSU Newsletter 2<sup>nd</sup> Quarter 2015

## *Recognition*

### Salt Lake City

**Customer Facing Star Performer** – Mari Rodriguez

**Support Star Performer** – Fernando Borge

**Team Leader Star Performer** – Gavin Catten

**Manager Star Performer** – Rebecca Schmalz

### Singapore

For Singapore Team, we recognize the top performer (criteria's are based on highest OSS/MSS result, number of calls, highest % of call answers, Marah booking and etc.) for each period and here are the list of winners for each periods.

#### Advisor of the Period

**P1 winners:** Zoe Tang/Fion Chin

**P2 winner:** Zoe Tang

**P3 winner:** Zoe Tang

**P4 winner:** Chen Chee Loon

### Bangkok

We would like to acknowledge the ethnicity/cultural differences of Asian owner, our associate manage to receive compliments which I hope you could agree that is something to praise about. Such as rating above certain score and submitting compliment formally mentioning the associate's name on survey often consider not necessary thing to do for many Asian owners today.

#### **1) Kazuya Hamamoto**

(Owners comments)

Thanks to nice service provided by Hamamoto-san, we now enjoy ourselves for 2 weeks' worth of vacation instead of 1 week, thank you for explaining us about the deposit options available to us.

#### **2) Kenneth Hirayama Garber**

(Owners comments)

Satisfied with Mr. Garber service always , his service is always easy to understand and short and very courteous. his score is 100point!!

#### **3) Yasuko Sakane \*she is only 4 months on the job!**

(Owners comments)

I appreciate the associate who goes beyond to provide me the extra information and example of cases which I questioned. Ms. Sakane went beyond with my expectation; she offered to help me call the interval for my question and reverted back to me. That was much appreciated.