

# GSU Newsletter 3<sup>rd</sup> Quarter 2015

## Engagement Activity

Congratulations to our winners from last Quarter's Engagement Activity!

**Chang Won Lee** – Bangkok Office

**Isabell Quah** – Singapore Office

**Ashley Dawson** – Salt Lake City Office

## Quiz

You will find the answers to the questions below throughout the Newsletter. Submit your answers to [MVW SLC Global Services University](#) by **October 16<sup>th</sup>** to be entered into a prize drawing.

1. What is the name of the restaurant onsite in Marriott's Timber Lodge in South Lake Tahoe?
  - \_\_\_\_\_
2. The best time to cruise in the Mediterranean is the \_\_\_\_\_ and \_\_\_\_\_ when the weather remains temperate.
3. What do the letters in PLEASED stand for?
  - P \_\_\_\_\_
  - L \_\_\_\_\_
  - E \_\_\_\_\_
  - A \_\_\_\_\_
  - S \_\_\_\_\_
  - E \_\_\_\_\_
  - D \_\_\_\_\_
4. **T or F** Marriott Vacation Club at the Mayflower offers 2-bedroom villas.
5. What two elements are addressed in both customer service and sales opportunities by utilizing the Balanced Approach?
  - \_\_\_\_\_
  - \_\_\_\_\_