

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

## Recognition

### Salt Lake City

**Customer Facing Star Performer** – Leo Hemsley

**Support Star Performer** – David Casper

**Team Leader Star Performer** – Cassi Gammon

**Manager Star Performer** – Sue Parsons

We would like to congratulate **Sumana Hepler** who received this year's Planet Utah award. The Planet Utah award is equivalent to the Associate of the year.

#### **RCDC Member Services**

##### *Member Satisfaction Survey*

RCDC MSS scores have increased dramatically from previous years, especially considering the limited number of surveys received each period.

**93.8%** YTD Overall Satisfaction (Goal is 85%)

**95.6%** YTD Overall Satisfaction with the Advisor (Goal 93%)

##### *Owner Satisfaction Survey*

The RCDC Member Services team recently began assisting with overflow calls from Marriott Vacation Club Owners and has been taking calls for 3 full periods.

**95%** YTD Overall Satisfaction (PD 6, 7, 8)

##### *Member Comments:*

"Sarah Farnsworth is extremely professional"

"Patricia Johnson was extremely helpful and concerned about our reservation and worked to provide us with the best of service and was able to carry out our request"

"Alex Hansen was very responsive and helpful"

"Gloria Pedroza was very helpful, efficient, and pleasant to work with."

"Have worked at various times with Sarah, Alex, and Milan. All very helpful!"

"Michele and Steven gave me excellent service. All my needs were taken care of."

"Professional attention to everything I asked. They were exceptional."

### Singapore

- ❖ OSS/MSS – **77.8%** YTD results at goal of 77.4%
- ❖ Referral/ Upgrade – \$242,242.75 @ goal of \$275,000 as at Period 8
- ❖ Associate Winners award for the following periods:
  - Period 4 - Chen Chee Loon
  - Period 5 - Zoe Tang
  - Period 6 - Zoe Tang
- ❖ Top 3 Membership Advisors that contributed to the revenue generated from upgrade/referrals:
  - Top 1 - Gary Ho @ USD\$90,944.00
  - Top 2 - Denise Tan @ USD\$90,000

## **Bangkok**

We would like to acknowledge the ethnicity/cultural differences of Asian owners, our associates 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.

### **Kenneth Hirayama Garber**

*(Owners information)*

*Kuniko Ishibashi #5411537*

*(Owners comments)*

Garber-San was very attentive towards our needs and offered his assistance to coordinate the communication with Interval, that was very much appreciated.

### **Yasuko Sakane**

*(Owners Information)*

*Takeshi & Shoko Takahashi #9512763*

*(Owners comments)*

We are always satisfied by BKK OS service, this time around Ms. Sakane was the one to assist us, she was very attentive towards our needs, it was outstanding service. We look forward to enjoy great service from OS continuously.

### **Tetsu Takayama**

*(Owners Information)*

*Masayo Ishiguro #4875595*

*(Owners comments)*

The VOA who assisted me was very efficient and I am very satisfied.

### **Mayumi Sobue**

*(Owners Information)*

*Hirofumi & Fukuko Hara #7373449*

*(Owners comments)*

Compared to before, I was assisted very precisely and promptly. I am feeling the improvements in the service level.