

GSU Newsletter 4th Quarter 2015

Recognition

Salt Lake City

Our top Way to Go recipients from SLC:

- 1st: Thomas Adler - 208
- 2nd: Shannon Larsen - 204
- 3rd: Mary Taylor - 178
- 4th: Ginger Bennion - 168
- 5th: Todd Wininger - 152

Orlando

Our top Way to Go recipients from SLC:

- 1st: Shenette (Deborah) Wilson - 12
- 2nd: Diane Hill - 7
- 3rd: Timechia Jones - 5

Cork

Martina Hegarty – Martina has just joined Member Services and she has been providing excellent customer service to the 47 Park Street Members. She has recently received words of recognition from Mrs. Auswild, "Martina is extremely efficient and helpful. She notified us of a waitlist date becoming available and took care of changing other bookings for us. She attended to our requests on 2 occasions with professional attention".

I would like to recognize Simonetta Marone, for taking care of the day to day tasks of the Rental and Quality Assurance especially as she had to do so on her own from the end of July until end of August. During this time, Simonetta worked efficiently and with great tenacity to meet our targets by replying to owners and colleagues' emails within the 24h timeframe, by assisting Owners and other Associates over the phone, by sending rental agreements and rental updates on time, etc. Even though she was extremely busy, she always managed a smile for all and managed to maintain the high accuracy standard her positions requires.

It is my pleasure to recognise Patrick Murray for the outstanding service he has provided to our Asia Pacific Members throughout 2015. Patrick goes above and beyond in assisting our Asia Pacific Members in making their vacation dreams come true and his Survey results speak volumes- he has a YTD score of 100% which has played a major role in our AP Team's overall score, which is currently at 96.4 %. Thank you for all you do Paddy.

Bangkok

I would like to congratulate **Chang Won Lee** who is a Senior VOA in Bangkok team for the exceptional work he did for past few months. He promoted to Senior VOA in April this year, he has been helping up with new hire training and assist Owner Service Manager with daily operation. After our previous Bangkok Owner Service manager left in August this year, he has been overseeing day-to-day operation, conducting new hires training, arranging roster,

handling escalation cases and other ad hoc tasks to support team. It is not easy for him as there is no Team Leader or Manager on site to support him but he has put in a tremendous effort and hours to make sure all tasks complete in timely manner. Although he has always been a reliable and diligent employee, his performance to overseeing Bangkok Owner Service team surpassed our expectations.

Owner Comments:

Florence Librando

Ms. Maria De-Mesa Cust#533515

Comments: Florence has been very helpful in helping me get the best hotel for our travels worldwide. If she is not familiar with the hotel we have chosen she would find out first by calling the hotel or maybe get feedback from members and then she would get back to me for whatever information she gathered. She has this extra extra effort to help me even if my concern is Interval International. Unlike others who will just tell me to call them directly Florence would do it for me. Florence is the best counselor we have ever encountered. Just hope the others will be like Florence. Congratulations for having her. She deserves a promotion.

Ms. Annette Kunst-The Cust# #6267886

Comments: I would like to express my amazement over the service provided by your staff Ms. Florence Librando. Both my husband and I talked to her, we needed to change our holiday plans, make new booking, got advise on what to do with the existing booking, got her help to apply for Tax ID etc. etc. She is extremely knowledgeable, oversees the situation and responds accordingly in a very efficient and effective manner. Her communication skills are fantastic too. She was really such a pleasure to deal with.

Frank and Sachiko Bleackley Cust# 6299812

Comments: I am very satisfied with the level of service I receive, and would like you to let Florence know how much I always appreciate her courteous and professional help.

Kazuya Hamamoto

Yuichi and Miharu Koizumi Cust#9842485

Comments: It was e-mail communication but Mr. Hamamoto was very sincere and efficient.

Chang Won Lee

Mr. Louis Gagne Cust#6264026

Comments: First of all Chang has been and is always absolutely fantastic in dealing with me; his answers are complete and he offers many options.

Yui Sukhuma, Chosanguan

Jose and Felisa Tan Cust#6516623

Comments: So far I am happy and satisfy with the information I received from Yui. Furthermore she even send an email of the detail we had discussed, so I can keep a copy on my file for record.

Singapore

Advisor of the Period winners:

P7 winners: Chee Loon

P8 winner: Zoe Tang/Fion Chin

P9 winner: Fion Chin
P10 winner: Zoe Tang

Highest Marsha Booking:

Zoe Tang has created total 1147 bookings until period 10, which is highest in our team!

OSS/MSS result:

YTD, Yishuen Lim received total 106 surveys with 80.19% satisfaction!

Owner Comments:

Cecilia Yii

- I would like to make special mention of your Membership Advisor, Cecilia Yii. I have found her to be knowledgeable, responsive and willing to go the extra mile. Cecilia was a real stand out and I rate her very highly for her skills, knowledge and customer interaction. (AP#10879-Robert Glynn Chelvarajasingam)

Yishuen Lim

- Very happy with the service rendered by Ms. Lim(Cust#6410805-Christopher Kimble)

Zoe Tang

- I wanted to look for Zoe initially, because I feel that she has the right attitude, is full of passion and very polite. (AP#23068-Wong Siu Wai)

Chee Loon Chen

- Very happy with the assistance your advisor Chee Loon offered to me. He helped resolve a need that I didn't even realize that he could assist with me. (AP#6256-Ooi Hong Liang)

Fion Chin

- I'm extremely pleased to have connected with Fion this time around and I'm also(hoping and) looking forward to have Fion attend to all my future Marriott queries and booking needs. She clearly stood out as a service provider and one can tell and recognize her sincerity, her competence, her wealth of knowledge and her attitude and approach were easily & deservedly 5 star rated. (AP#7045-Wong Yong Thye James)

Denise Tan

- We are and have always been very satisfied and comfortable dealing with Ms. Denise Tan. She is pleasant, honest and extremely helpful.(AP#5344-Wee Leong Winston Choo)

Isabelle Quah

- Isabelle was the best person to deal with in planning our vacation. She was intuitive about our needs and we really felt she did all she could to make our experience a memorable one.(AP#6347-Fu Bernard Leung)

Gary Ho

- You should be proud of having Gary as a staff member who's always efficient, polite and helpful. (AP#2816 - Li Chor Shing David)

Shiella Briones

- The membership advisor, Shiella, was great and helped us to sort out a problem we had re availability of dates. (AP#28848-Andrew Jeffery Ure)

Agatha Tanubrata

- On this booking, I would like to mention that Agatha Tanubrata was extremely helpful and pro-active. She deserves an 'exceptional service' mention at a larger level. (AP#24746-Mr. Sivakumar Thulasidoss)

Tatsuya Yamashita

- Mr. Yamashita was very sincerely and efficiently assisted with my booking and I'm very satisfied. (AP#22008-Junji Sugizaki)

Thomas Ho

- Hope to commend the MVC representative I spoke to today – Thomas. He was professional, very passionate, courteous, and assisted in my requests patiently and efficiently. (AP#7763-Chan Lai Ling)

Yoshi Yamamoto

- Mr. Yamamoto's service is always great and sincere so I was able to rely on him. (AP#4970-Noriko Katagiri)

Mexico

In our office we recognize and we are proud for the outstanding work of our associates every day. And mostly to those who give the extra mile to get great performances on this Quarter!

VPC-Leilani Tamariz

Top Performance OSS

The interest in our owners that she shows on every call, reflect the results of her OSS, she make the owner feel thankful for the service that she provide and that marks a difference , her extraordinary engagement put her as Top Performance.

VOA-Mayanin Hernández

Top Performance Bookings

The way that she creates a need in our owners to travel it's impressive, she have the knowledge and the best options to provide them according to their needs , in availability matters there's no limit for her, because she always find a different way to make our owners accomplish their dream vacations.

SR. VOA-Militza Cruz

Referral Top Performance

Every call is a new opportunity for her , is probably change the owners mind from negative to positive, or create a real interest on something different and new, or just to talk about the great experiences that they could get , the incomparable way that she have to move different and make it an excellent option to acquire Marriott Vacation Club that makes her our Referral Top Performance.