

# GSU Newsletter 1<sup>st</sup> Quarter 2016

## *Recognition*

### Salt Lake City

Big shout out to **Shannon Larsen!** Shannon received **200** Way to Go's from Marriott Vacation Club owners!

It's no surprise that Shannon received 200 Way to Go's with the flood of emails that we received from owners about Shannon's outstanding customer service. Shannon always goes above and beyond on every call and does not let a call go by without doing a full account review and making every owner feel special. We are so proud of her accomplishments and very excited for her to celebrate this career achievement in Orlando.

We would also like to recognize **Thomas Adler** for receiving his 200<sup>th</sup> Way to Go!

Thomas has been providing amazing service to our owner for the past 8 ½ years! Thomas takes time on each call to make sure the owner is completely taken care of and he provides "wow" experiences for our owners. We are very proud of Thomas for reaching this prestigious milestone and we hope he and his wife enjoy the trip to Orlando to celebrate this accomplishment.

### Cork

The Cork Office would like to recognize **Patrick Murray!**

Patrick, one of our most seasoned and engaging associates, joined our Team in Cork in October 2006, and we are delighted to take the opportunity in this edition of the GSU Newsletter to recognize him. His achievements and the impact he makes not only to the lives of our Owners but also to the daily lives of our Marriott Vacation Club Family here in the Emerald Isle.

In all of his almost a decade with us (wow time flies when you're having fun), he has been a pleasure and delight to have around (the occasional blip notwithstanding), he is always courteous and fun and our Owners have become enchanted. As a member of the Service Support Team, he deals with all of our escalated issues (no easy task), taking it all in his stride, turning around our Owners in that uniquely charming Patrick way and managing to maintain a brilliant OSS of 94.7% in 2015. Not only that but as part of a Team that also does all of the servicing for the Asia Pacific Points Product he managed to achieve a staggering 100% OSS every single period in 2015 and so far in 2016!

Well done Patrick, we are all proud of you and your achievements and appreciate all that you do for all of us every day.

### Singapore

We'd like to recognize the below associates:

- Upgrade 1,700 Club Points - **Chen Chee Loon**
- Upgrade 500 club Points - **Su Jin Kim**
- Referral 2,500 Club Points - **Denise Tan**
- Referral 2,500 Club Points - **Jacqueline Hong**

## **Mexico**

### **Congratulations Omar Gonzalez!**

*Top Performance of Surveys*

Thanks for you for following up with your owners and for making the difference in your service.

### **Congratulations Mayanin Hernandez!**

*Top Performance of Bookings*

Thank you for being committed in making vacations come true for your owners.

### **Congratulations Gaby Santillan!**

*Top Performance of Referrals*

Achieving \$113,662 of volume in Period 1! Thank you for service and for being so persistent in giving your owners different options and for being aware of their needs.

### **Congratulations Aranza Martin Sanchez!**

I want to thank her for going the extra mile with new customers and to help owners to take advantage of their program, even with the difficult situation Brazil is going on and the travels cost more for our customers, she made their vacations come true.

I really appreciate the effort that she make to maintain a positive attitude and professionalism even facing with a challenging situation (working and studying at the same time). I am sure Aranza will keep up the good work!