

GSU Newsletter 2nd Quarter 2016

Recognition

Salt Lake City

Business Development - Communication Services

Our Communications Services team was recently awarded a Bronze Stevie for Communications Department of the Year! This team manages all Owner servicing communications through both email and print including welcome packets, closing announcements, deadline reminders, unassigned usage reminders, and transactional acknowledgements (for example, acknowledging an Owner booked a reservation at a property or a tour to Italy). They send over 400 email campaigns each business day and 5,000,000 emails annually. Last year they printed, cut and shipped over 290,000 print pieces.

The Stevie judges shared the following feedback in response to the nomination that was submitted for this team:

- A productive and valuable communications team, and doing a lot to support the company.
- The sheer volume of the outbound materials compared to the limited people on the team makes this an impressive result.
- Well done collateral for the corporation. Great job!
- The communications department reads like a well-oiled machine pushing out such a high volume of communications. Great work, keep it up!

Congratulations to the Communications Services team on this well-deserved recognition!

Operations

Top Performance Ranking VOA's for Quarters 4 and 1:

The following thirteen associates scored high marks on their stats in both quarters 4 and 1, to find themselves ranked within the top 20. Their steady excellent performance in the following metrics resulted in THE praiseworthy ranking.

Auto In%, Seniority (hire date), Unaccounted Time, OSS%, Adherence, Time Utilization

- **Maile Lindsey**
- **Marilyn Eckersley**
- **Melissa Ash**
- **Jodi Hurdsman**
- **Marvann Chatterton**
- **Todd Wininger**
- **Rivre Benson**
- **Barbara Stott**
- **Jeffrey Golden**
- **Bridget Black**
- **Myeong-Ock Kim**
- **Brenda Ogden**
- **Whitney Clemente**

We congratulate these associates for their efforts and also applaud them on the additional scheduling options they've earned.

RCDC

Member Services recently re-introduced the First Class Distinction program. As a supplement to the Way to Go program, First Class Distinction provides individual recognition to Member Services Advisors who provide above and beyond service to Ritz-Carlton Destination Club Members.

Our top First Class Distinction recipients are:

1st: Patricia Johnson – 38

2nd: Michele Burgess – 25

3rd: Mitchell Bunn and Ginger Davies – 14

Bangkok

For Lavinia Villanueva

"It all started last November 2015, when our family insisted that we should spend the 2016 Christmas week again in Hawaii, but due to my negligence both weeks of mine were not consolidated into one account, thus not sufficient for use. It was Ms. Lavinia Villanueva who help me first to consolidate Election Points with the Trust Points into one account. She also assist me booking with Marriott Waikiki using the Marriott Rewards points temporarily while waiting for new opening of units for upcoming 2016 at one of our home resorts. And last week, as predicated by Ms. Lavinia, she was able book for us a 2bedroom mountain view at KoOlina Beach Club, With the help and dedication of Ms. Lavinia we still hope can get the one we all longed for ... a 3bedroom Ocean view unit, for our Christmas vacation at KoOlina. Our sincere thanks to Ms. Lavinia Villanueva for making our 2016 Christmas vacation happened and our granddaughters will enjoy and remember it for the rest of their life."

For Asae Ueda

"I mainly use Wyndham hotel in Hawaii and it has good staffs but the quality of service in Marriott is entirely better than Wyndham. I think the quality of service depends on how polite you are but also I assume your training program seems thoroughly done. Let me raise staff's names. I specially thank (Asae) Ueda in Bangkok and Ikawa in KoOlina. Their service is extremely polite."

Cork

We would like to recognise Enny Phippen. One of our most seasoned Associates, we feel very lucky to have Enny as part of our Team in Cork. She is insightful, professional, personable and always bubbling over with enthusiasm and passion for our product. Thank you Enny for all you do. (Please see comments below)

"Enny is one of the most knowledgeable people I have spoken to within Marriott. Whilst she couldn't achieve my first request for accommodation in St. Kitts, she achieved the impossible in Son Antem so we are very happy with Marriott right now." - Janet and Paul Drinkall.

Singapore

We would like to recognize the following individuals for outstanding performance in referral sales.

Jacqueline Hong – Referral sales of 1,700 Club Points

Everylyn Ho – Referral sales of 4,000 Club Points

Isabell Quah – Referral sales of 7,000 Club Points