



CORONADO
BEACH RESORT

Coronado Islander

April 2014



Hello from Beautiful Coronado!

Staff changes

The front office staff has done an impressive job providing excellent customer service for the 4th quarter as well as the first three months of 2014. With Michael Wilson's promotion to the Accounting Department, we needed a new Front Office Supervisor. Gary Hodgson from our sister resort, Carlsbad Seapointe Resort, was helping out while the front office was short-handed and we discovered he was a perfect fit for our team.. Please welcome him the next time you are at the resort.



Gary Hodgson

TripAdvisor resort ranking

Erick Cajigal, with the help of the entire CBR Team, has restored the resort's ranking to 2nd out of 19 resorts on the Island for customer satisfaction on TripAdvisor. This is a very impressive task considering the competition on the island. Your resort knocked Glorietta Bay out of its spot at number two and our favorite bragging point is that the Hotel Del Coronado is ranked tenth.



What is a Pizookie?

Angelica Rocha has done an excellent job coming up with new activities to engage Owners and Guests. Her most recent idea is Pizookie for Pointers. A pizookie is a warm chocolate chip cookie topped with vanilla ice cream. The only cost for this indulgence is feedback. As part of the event, Owners and Guests are asked to fill out a Will You Let Us Know comment card.



A Tasty Walk

Now through Memorial Weekend, the resort has partnered with a walking food tour. Participants on this tour will visit six different restaurants along Orange Avenue including Rhinoceros Grill, Tent City, and Wine A Bit. They will have a chance to meet the manager

and chef at each location and sample one of their specialty dishes. It is a very unique and tasty experience.

Even more things to do

Angelica is also working to add new movies for the Resort's DVD collection. She has been listening to Owner and Guest feedback and updating the game selection as well. Cranium, Uno, Memory, Monopoly, and Yatzee are just a few that will be added or replaced. Some new bikes have been purchased including a tandem bike. Angelica has started to purchase new beach equipment and wagons prepping for the summer and the beautiful beach weather we have been enjoying for the past few months.



Financial progress

Your resort is performing well financially. As of February, our delinquency rate is 2.61% with four months remaining in the fiscal year. This is right on track to meet our budgeted goal of 2% by the end of June.

Come see us again soon!



Leon Martin
General Manager
Coronado Beach Resort



Coronado Beach Resort - [~Physical_Mailing_Address~]

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