

MarBrisa Bulletin - September

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Hilton Grand Vacations Club
MARBRISA
CARLSBAD

MarBrisa Bulletin

September 2014



This summer was the most eventful of all previous summers in the history of MarBrisa!

Significant expansion of the resort has been seen, and a shift in staffing roles has taken place to accommodate the needs of this dynamic growing operation. Even with this growth, I am excited to report that pace of sales allows for continued expansion of the resort, and groundbreaking has already taken place on three additional villas!

Our elegant and modernly appointed lobby opened its doors in June along with Villa 58. Following these eagerly awaited additions, the opening of Villa 70 took place in July, just in time for the holiday weekend! Even with this explosive growth, the resort managed to consistently see occupancy rates in the 90 percentile through the season.

Future travelers will be excited to hear that MarBrisa continues to grow! On the heels of opening Villas 58, 70 and the Lobby in July, the development team began work on three more villas. These will open beginning in the summer of 2015 and throughout the remainder of the year. All villas will be located on MarBrisa Circle surrounding The Cove.

As we enter into the fall season, the 2nd annual deep cleaning and preventative maintenance process begins for unit interiors. Both the maintenance and housekeeping teams are prepared to take full advantage of this opportunity and keenly focus on the important details that have proven important as seen in our previous successful



quality assurance inspections.

We will continue our dedication to provide exceptional service and build a culture that seeks to create memories worth sharing! Thank you for providing me the opportunity to oversee this uniquely wonderful resort.

Jorge Garcia, Guest Services Manager, previously dedicated a significant portion of his time overseeing our Activity Department. The increase in arrivals and occupancy creates a need for a heightened presence of Associates available at the front desk. Prior to his current role, Jorge was Manager of the Front Office operation, so his skillset is perfect to support the needs of the Front Office. The shift in responsibility has allowed for one of our superstar Activity Coordinators, Gladys Talavera, to take on a lead position within the department through the remainder of 2014.



Kind regards,



Ben Sjodin
General Manager
MarBrisa Resort



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