

Villa Views - September

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# Villa Views

September 2014



## We're Doing Great!

Our Owners and Guests know a good thing when they see it! Villa L'Auberge has been rated #1 in Service Scores among all Grand Pacific Resorts for the month of June and #3 "overall" for the quarter! We also received a perfect 5.0 from RCI Guests in Check in/out, Hospitality, Unit Maintenance and Resort Maintenance through the quarter as well as a 5.0 in Housekeeping and Activities in June. I look forward to our continued success and reaching #1 again soon.

### **Updates coming soon**

I am excited to announce that we have secured the weeks for our upcoming construction projects happening this year. Each building will be closed for two consecutive weeks; the West building in weeks 45 and 46 and the East building in weeks 48 and 49. We anticipate receiving the color samples for the kitchen as well as the new patio door specs within the next couple of weeks. Once the colors are finalized, the new ceiling fans will be purchased to match.

With the kitchens getting a fresh new look; it is the perfect time to also update our dishtowels and oven mitts. Out with the blue and in with the new. These towels will keep their "new" look wash after wash and will fit well with all the other upgrades.

### **Meet your Friendly Neighborhood Maintenance Guy**

Ivan has been assisting at Villa L'Auberge for just about a month and has already made a huge impact on our Owners and Guests. His Sundays consist of basic unit maintenance, as well as serving as bellman, personal shopper and sometimes even valet! Everyone



staying can now experience Grand Pacific's Friendly Neighborhood Maintenance Guy! Each Thursday, Ivan knocks on doors to personally introduce himself. Free from guest requests, the objective is to positively impact your stay and gather any feedback. Thanks Ivan!



Thank you all for your continued support!

Best Regards,



Erin Vessey  
Operations Manager  
Villa L'Auberge



Villa L'Auberge [~Physical\_Mailing\_Address~] (800) 284-5379

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