



Carlsbad INNformation

February 2015



Greetings!

Next time you are in town you will notice a fun change to the Village. A 'Carlsbad' marquee that extends across Carlsbad Boulevard to welcome guests to our beautiful city was installed with a ceremonial lighting in early January. From The Daily News Café and the Village Terrace Room's patio there is a great view of the sign that was designed to look very similar to original from Carlsbad in 1937.

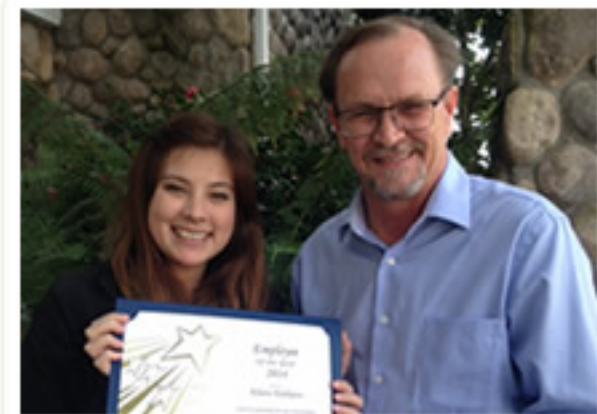


Another nice change is in progress for Carlsbad beaches. Every few years, Agua Hedionda lagoon must have the sand dredged to open the flow of water for cooling the power plant. The approximate 500,000 cubic yards of sand is being spread to shore up all Carlsbad beaches just south of the resort. This routine dredging has been done every two to four years since 1954 and is critical for maintaining the wide sands that would otherwise deteriorate and leave behind a narrow rock covered beach. All should be fully replenished by mid-April!

Over the next several weeks the Oak Building is undergoing some major improvement with several simultaneous projects. The casement windows and sliding glass doors are being replaced. Work will progress in eight phases through stacks of 9 units each, which extends this project to a completion date of March 14th. All rooftop condensers are in the process of being replaced; work is progressing at a pace of about 5 units per day; final installs should be done around the first week of March. The exterior paint project will begin near the end of the window/door project. All work is scheduled to be complete by the end of April. We are looking very forward to having the color schemes of the resort exterior match on all the buildings!

We rolled out the new colorful Grand Pacific Resorts Management's Brand Standard Activities Calendar. It is a fun change that displays all the resort and area activities. Be sure to pick one up next time you are at Carlsbad Inn and share your memories!

This is a fun time of the year as we get to announce our Associate of the Year! The selection comes from employees that received the Associate of the Quarter throughout the year; choosing from four of our top employees makes for a very difficult decision. We are excited to announce Khara Harkness, a Front Desk Associate, as receiving the honor for 2014. I am sure you are familiar with her awesome,



cheery, friendly manner and how well she represents Carlsbad Inn.

Khara Harkness
Associate of the Year

Everything about Khara is amazing - from her energy when she walks into the office, to the way she captures guests' attention, to the positive spirit and happiness she spreads through her co-associates. Khara is immediately loved by every guest she interacts with, to quote a few "Khara provides excellent service with the BEST attitude", "Khara has a top notch personality and treatment", and "Khara is very helpful, competent, and pleasant. You are lucky to have her." Her bubbly personality and can-do attitude is contagious; she is a joy to work with and be around.

Best regards,



Randy Chapin
General Manager
Carlsbad Inn Beach Resort



Carlsbad Inn Beach Resort - [~Physical_Mailing_Address~]

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