July 2015



## Greetings Palisades Owners,

Summer is in full swing at Grand Pacific Palisades and the resort is buzzing with vacationers enjoying amazing vacation experiences.

## **New Director of Guest Services**

Scott Humberstone has joined Grand Pacific Palisades as our new Director of Guest Services. Scott has worked in the hospitality industry for over twenty years and has been with Grand Pacific Resorts since 2006 where he started right here at the Palisades as the Assistant General Manager. Scott was also the Director of Operations at the Carlsbad Seapointe Resort. Most recently, Scott served as the General Manager at the Southern California Beach Club.

Scott's favorite part of working for Grand Pacific is helping to create extraordinary vacation experiences and being of service to both vacationing families from around the world and his co-workers. It's a passion that makes him perfect for his new role here at the Palisades.



The final phase of the partial interior unit remodel was completed on June 6th with the remaining 48 units refreshed and upgraded. Improvements include new bedding, headboards, night stands, TV hutches, dining room tables and chairs, coffee and side tables, and updated patio furniture. Paint and new carpeting has also added a fresh new look to the units. Now 100% of the HOA units have completed this remodel process and the new units look fantastic.

## New Area Executive Housekeeping Manager

Sarah Fant has joined Grand Pacific Resorts as an Area Executive Housekeeping Manager. Her role is to oversee the housekeeping departments at Carlsbad Seapointe Resort, Hilton Grand Vacations Club at MarBrisa and the Grand Pacific Palisades. Sarah was formerly the Executive Housekeeping Manager at the Loews Coronado where she kept the resort at a 4-star rating for 15 years. Sarah's goal in joining the Grand Pacific team is to recognize our outstanding Housekeeping Associates and bring some fun into the workplace, while keeping our resorts clean and enjoyable for all Owners and Guests.

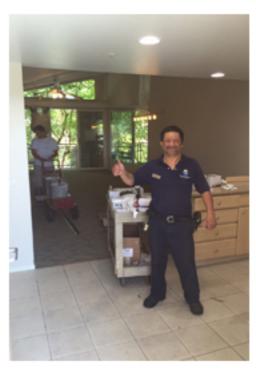
## **Event Space Update**

As a reminder to all owners, Palisades has wonderful event space for you to reserve. Host your meetings, birthday parties, graduation celebrations, weddings, etc. in a variety of spaces around the property. Landscaping was the main focus of our most recent update. The Grand Ballroom entrance received new flowers and tall hedges to give more of a private and welcoming atmosphere to our Clients and Owners. The Garden Terrace where wedding ceremonies are held was also newly landscaped by adding flowers and greenery to enhance the already beautiful site that overlooks the ocean.

I wish everyone a great a summer and hope to see you all here at the Grand Pacific Palisades in the near future.



Scott Humberstone





Sarah Fant

Best.



Jeff Brock
General Manager
Grand Pacific Palisades Resort & Hotel

