

GRAND PACIFIC PALISADES RESORT & HOTEL

Palisades Coastal Review

January 2016



Greetings!

A Message from your Board of Directors:

We hope 2016 is off to a good start for you and your family. We're looking forward to another wonderful year at the resort and would like to quickly remind you of a few benefits that come with ownership. [Read more about your benefits.](#)

Associate Update

As 2015 came to a close, 2016 started with some exciting news for a few of our Associates. Some of you may recognize our former Bellman and front Desk agent, Noyan Suel. The Palisades' Team is happy to announce Noyan was recently promoted to Front Office Supervisor. With his kind and personable demeanor, we know he will help lead the Front Office Team and make our Owners and Guests happy.

At the end of 2015 we welcomed a new Assistant Front Office Manager, Andrea Daou. Andrea got her start at the Carlsbad Inn working in the Activities Department. She then moved to the Carlsbad Seapointe Resort as a Front Desk Agent. She was promoted to Front Office Supervisor and then to Guest Services Manager with oversight of both the Front Desk and Activities. The Palisades' Team is thrilled to have Andrea bring her strong customer service skills and enthusiastic personality to the property.

Be Epic Champion of the Year

Robin Wilson, Night Auditor / Front Desk Agent, originally started in 2004 and has been with the company off and on for a total of seven years. He won the 2015 Be Epic Champion of the Year (formerly Associate of the Year) at the Grand Pacific Palisades based on a combination of his complete dedication to the Resort, our Associates, Guests and Owners, as well his performance throughout the year, exhibiting best in class customer service skills. Robin started in 2015 by transferring from the Relief Night Auditor position that worked two nights per week to the Full Time Night Auditor working five nights a week.

While efforts were made to hire a replacement for the two nights per week shift, Robin covered both shifts working seven nights a week. Before a new Relief Auditor was found, Robin worked seven months straight covering both shifts, seven days a week without any time off, exhibiting real dedication and commitment to the Resort. Our Owners and Guests love and appreciate Robin and consider him one of Palisades' greatest assets.

Shared Activities Program

The Activities Department had a very successful 2015 and the resort is very excited about many fun Activities this New Year. The three Hilton affiliated properties, Palisades, MarBrisa and Seapointe, are joining forces to share Activities which allows Owners and Guests to participate in the events at any of the three resorts. Palisades hosts the very popular Margarita Monday, Seapointe conducts Wine and Paint Night on Thursdays where participants sip on wine while painting, and MarBrisa facilitates the Discovery Hike on Wednesdays in the Aqua Hedionda Lagoon. Other shared opportunities include yoga, an aquatic fitness class and the Palisades' Bounce House.

This new program allows you the opportunity to experience the other properties during your stay and creates a great social setting. Please see your resort front desk for a list of current activities.

Resort Update

On April 11, 2016, the Palisades will begin replacing all sleeper sofas, upholstered chairs and king mattress sets in our condo units. We hope this will increase your comfort, making your stay even more enjoyable.

Early Check-Out Raffle Winner

Every Saturday evening, we offer any Guests who are going to be checking out before 9 AM the chance to be entered into a raffle just for letting us know. It gives us a chance to get Housekeeping and Maintenance into the room earlier so we can get it prepared for the next round of incoming Owners and Guests. Congratulations to Palisades' Owners Jim and Sherry from Bakersfield, CA who won a recent raffle of a three night stay return trip.

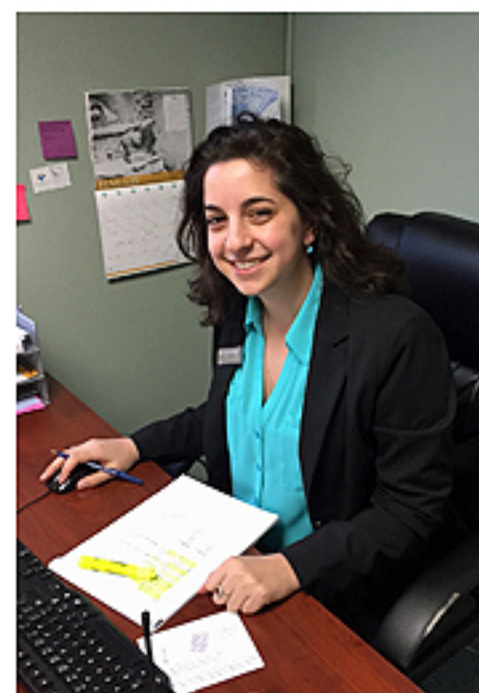
Best,



Jeff Brock
Resort Manager
Grand Pacific Palisades Resort & Hotel



Noyan Suel



Andrea Daou



Robin Wilson