



**Priscilla Alalem**

*Makai Club Resort*

Empowerment is Priscilla's second nature. She works in all areas of the Front Desk while happily assisting her co-workers whenever needed.



**Tiki Venegas**

*Red Wolf Lodge at Olympic Valley*

Tiki did an incredible job removing massive amounts of snow last year and is an inspiration to his team with his patience and approach to problem-solving.



**Ranferi Olea**

*Hilton Grand Vacations Club at MarBrisa*

Ranferi exemplifies our core values with her unwavering dedication and passion, ensuring a job well done by setting a high standard of service.



**Guadalupe Aguilar**

*Capistrano SurfSide Inn*

The cornerstone of Housekeeping, Guadalupe maintains the highest standards in cleanliness, inspects rooms in the Supervisor's absence, and trains new hires.



**Erik Aguilar**

*Carlsbad Inn Beach Resort*

As a Maintenance Technician focusing on upgrading and maintaining the hotel portion of the resort, Erik plays a pivotal role in helping all departments run smoothly.



**Montana Auerbach**

*Coronado Beach Resort*

Guests consistently recognize Montana through post-stay surveys for her guest service skills and fun, invigorating interactions.



**Nicole Sessions**

*Southern California Beach Club*

Nicole brings guidance, support, and enthusiasm to the resort by working in various departments, as well as serving as Culture Champion.



**Noemid Flores**

*Carlsbad Seapointe Resort*

Continuously mentioned for extraordinary service on Trip Advisor, Noemid also assists with training and leads her team in morning exercises.



**Ofelia Duarte**

*Channel Island Shores*

With over 30 years of dedication, Ofelia's continual drive as Housekeeping Manager keeps the resort thriving while creating a warm family atmosphere within her team.



**Estela Avalos**

*Indian Palms Vacation Club*

Estela takes the initiative to inventory all housekeeping supplies and linen and is a master at towel origami, teaching classes to Owners and Guests.



**Marjorie Toscano**

*San Clemente Inn*

Marjorie has grown into a leader among her coworkers with a work ethic that inspires a sense of purpose and a service mentality that extends beyond the expected.



**Maydelin Mendez Sandoval**

*Tahoe Sands Resort*

As a Housekeeper and Inspector, Maydelin provides heartfelt guest services, stepping up to assume responsibilities in her manager's absence.



**Divina Willey**

*Grand Pacific Palisades Resort*

As Housekeeping Supervisor, Divina understands the importance of being strong, self-reliant, maintaining good health, and striving for excellence.



**Fernando Tagalicud**

*Hanalei Bay Resort*

Consistent and dependable for 18 years in Housekeeping, Fernando's upbeat attitude encourages his peers to be passionate about their work and to exceed expectations.



**Ana Brown**

*San Diego Country Estates*

Ana played an essential role helping overcome some challenges through her delivery of exceptional service.



**Cindy Hitson**

*Vista Mirage Resort*

Cindy is committed to the safety of the resort through her excellent communication skills and quick and effective response to incidents.



**Jose Rodriguez**

*RiverPointe Napa Valley*

Since joining the team, Jose received his forklift certification, leading the process and team in the important move-on/off procedures each year.



**Juan Cortes**

*Red Wolf Lakeside Lodge*

Juan significantly elevates resort standards and operations with his ability to identify needs and efficiently complete large-scale projects.



**Spencer Malone**

*Olympic Village Inn*

With over two decades of unwavering dedication and exceptional service, Spencer has played a pivotal role in enhancing the Guest experience, while becoming an integral part of the OVI family.



**Jade Larios**

*Grand Pacific Resort Services*

Jade has immersed herself in the Contact Center operations, working to understand all aspects of the services provided while developing positive relationships with her team.



**Maria Luisa Reyes**

*San Clemente Cove*

For over 27 years, Maria Luisa has demonstrated her expertise in cleaning techniques and unparalleled efficiency while mentoring new team members.



**Timothy Fowler**

*Wave Crest Resort*

Timothy's unique ability to blend stringent process adherence with a warm, welcoming guest experience truly sets him apart as a leader at the Front Desk.



**Robert Guzman**

*Casitas Del Monte*

Responsible for all maintenance-related challenges and projects, Robert's unwavering dedication ensures that the resort remains in excellent condition.



**Meaghan Short**

*Legacy Sales*

Learning the timeshare business quickly, Meaghan was able to assume responsibility and ensure the office ran efficiently while her manager was out ill.