

## GVA WINNER ARCHIVE

**Chelsea Johnson:** All the agents at customer relations are nice and helpful. Chelsea went above and beyond by helping me understand how the system works and how to use Bonus Time most effectively. She was such a happy and vivacious personality. I can't emphasize enough what a great employee you have in her. Thank you, Chelsea.

**Andy Carver:** Andy is always so helpful on the phone with our reservations and exchanges. He also alerts us to new products like the hotel reservation system using points. Andy is very responsive and makes us feel as if we are the only owners he is dealing with when we talk to him. We know he is extremely busy in his role, but he makes time to treat us right. Andy is a very valuable asset to your company. We hope he stays with BGV for a very long time.

**Dan Greenwood:** Thank you to Dan to helping us navigate through our first reservation process. He was patient and informative and we felt like he had our best interest in mind.

**Nicole Raciboski:** What a great asset you have in Nicole. She is just what is needed to make a great resort that much greater. Upbeat, smiling, helpful and accommodating. She is worth every accolade especially when you think that all these virtues were visible during check-in. Talk about a stressful time. Don't let her leave!!!

**Jessica Schumacher:** She is awesome!! We were welcomed and treated by Jessica like we were coming back home! Fabulous upbeat personality and demeanor. Jessica is a great employee! Hang onto her.

**Wendy Nakajima:** Wendy was extremely accommodating, from setting up our owner update appointment (and then changing it) to helping us with minor parking and key snafus. She is such a nice person!

### | January GVA Winners |

**Daniel Ramirez:** This past month we had some urgent situations when we needed an additional shuttle driver. Daniel adjusted his schedule to help us and still get his regular work done. He did this on a very short notice which made this even more special. While doing all this, he went above and beyond, exceeding our expectations, e.g. fixing little things in the shuttle, keeping it extra clean, and helping the Sales Office. He "wowed" everybody with the work that he was doing and a lot of employees and sales agents in Sales were raving about him.

**Diana Morain, Mike Trujillo and Jessica Alvarez:** On Sunday, January 7th a guest hit a sprinkler head with the luggage on their roof. Immediately, 100 gallons per minute came gushing out full force. Within two minutes, Diana, Mike, and Jessica were on the scene ready to help in any way they could. They assisted in a quick evacuation of the building, explained the situation to the guests, and helped us get control of the situation immediately. Mike, Diana, and Jessica are a great example of what we should all do in an emergency. While most people were evacuating the building, they were making sure everyone was safe and everything was under control.

And furthermore...

**Bill Keller and Jake Bradshaw:** Bill and Jake were the first employees on the scene, and they immediately sprang into action. After calming the guests down, Bill called the rest of the crew over the radio, and he immediately ran to the fire room with Jake to close the valves supplying the water to the system, and opening others to allow relief to the system. They knew exactly what to do; They knew which valves to close and which ones to open. It might sound like an easy thing on paper, but in the heat of the moment they really stepped up and saved the day. Without Jake and Bill's quick action, we would have been gushing water until the fire department arrived, and the garage probably would have had a few inches of water within minutes. I am grateful to have these two on our team, and they deserve every ounce of appreciation they receive.

**Danielle Hilken, Taylor Chalmers and Nate McAllister:** I would like to recognize Danielle, Taylor and Nate for their assistance during week 52 turn days here at GL7. These three individuals volunteered to help housekeeping strip rooms and clear hallways of trash and linen during a busy Saturday and Sunday. This was particularly important given that our owners and guests were checking out after enjoying the holidays. Many of the units were left in disarray, and with numerous fixed week owners awaiting early check in, this was a tremendous help to operations. Thank you!

**Nate McAllister:** On New Year's Eve, Nate was our acting Security Guard at GL7. This is an especially busy shift with many of our owners and guests enjoying festivities down in town. The BMMA shuttle had confirmed that they would be running until 1:00 am to accommodate the holiday. As it turned out, there were several folks who were unable to contact the shuttle extension, leaving them stranded in town. Nate stepped up to the plate and was able to pick up several distraught guests in his personal vehicle. He went on to ensure that the property was in a safe condition and even helped emergency personnel respond to a guest who may have been overserved. We are grateful to have Nate serve as the end of the line!

**Erik Ulstad, Jenny Weber, & Kim Donnelly:** On 12/30, we had a group of three ladies with massages booked at 8pm at Infinity. When they didn't show up on time for their appointments, our spa concierge called them and found out that they had accidentally gone to One Ski Hill Place. By the time they got to Infinity it was 8:30pm. Erik, Jenny and Kim all decided to stay past the end of their shift (9pm) to make sure these ladies had a GRAND time and were still able to experience their full massages. The ladies told our spa concierge that it was the best spa experience they have ever had! A GRAND thank-you to these massage therapists who selflessly put the guests before themselves.

**Jeff Salquist:** For our Christmas staff meal at GC8, we ordered and picked up pre-made meals from City Market. The food was pre-cooked but needed to be heated up before consumption. On Christmas day, Jeff selflessly took on the arduous task of not only cooking all of the meals, but organizing the timing so that both the day shifts and the night shifts could enjoy their Christmas dinner hot right out of the oven. This was in addition to him performing his usually job duties as our chief engineer. Because of Jeff, our GC8 team had a wonderful Christmas meal!

**Jess Frick:** In the short time Jess has worked here she consistently goes above and beyond for the guests. One prime example would be tonight when our spa ran out of robes. The guest was super bummed about not having a robe available upon arrival. She went down to the spa an hour or so later to check if they had any clean robes. They were still out. Jess called GC8 concierge to check if we could borrow some of theirs because the guests also own at GC8. She drove to GC8, got the robes, and hand delivered them to the owners in their room! Hip-hip-hooray for Jess! We are proud to have her on our team!

**JW Hermes:** One morning, we had technical difficulties with the Sales Shuttle. JW volunteered to drive his Mercedes during the scheduled morning shuttle pick-up times to make sure that we didn't miss transporting sales agents and employees from the gondola lot to GC8. He did this until we fixed the shuttle. This was an above and beyond act of care, kindness, and teamwork.

**Leo Alvarez, Mariana Molinar, Luis A Nogueta Torres Jr., Isabel Cordoba, Gerardo Martinez, Marina Carpio Guzman and Eric Castro:** A large group of employees from GTL saved the day this past weekend. There was a bit of a debacle with a GL7 fixed week owner and his rental unit. In order to fix it, we needed to have an early out cleaned immediately; however, it was about 4:30 and most housekeepers had left for the day. I called GTL and spoke with Leo explaining the situation and he immediately said he would grab a couple staff members and head up the hill to help. He and six others promptly piled in the car and went up to GL7 to help clean. Their eagerness to help and willingness to stay late after a busy Saturday embodied the idea of OneBGV and they truly saved the day.

**Marcus Guzman:** I just want to recognize Marcus as a Grand team member from the BGV family since he started here. He always has a very positive attitude that is contagious for guests, owners and coworkers. One night I came back to the office for something I had forgotten, and I noticed that the shuttle was not parked here (it was after 8:00), so I call Marcus a little scared that the shuttle might have been stolen, but thank goodness, it was not. Rather, the reason for it not being there was that a guest was sick and Marcus drove it to the Pharmacy and used his own money to buy some medicine for the guest. When he came back, I was so impressed with how he took personal responsibility to help. He creates Grand vacations and goes above and beyond to help, and really assisted that guest. Thanks Marcus for all that you do.

**Reed Davis:** I would like to recognize Reed on his great customer service that he delivers to the more difficult owners. On Wednesday the 17<sup>th</sup>, Reed had a challenging day when he got two particular calls. One call was from Julie who was questioning and arguing about every single Interval charge that was on her account for a Hotel Stay she booked. Julie had booked a hotel, and then called back to try and cancel the reservation after finding out it was cheaper to book through Orbitz versus Interval. Julie called upset about the pricing and Reed got her a partial refund to make the cost of the stay even. Reed did this when Interval's hotel department has a strict no refunds or crediting policy. Julie then called back the next day upset that she didn't see the refunds that Reed promised. Reed went through all the refunds on her account, promised they were issued, and advised her to check with her credit card company. Still not happy, she ended up on Interval headquarters manager's list. A couple hours went by and then Reed got another call from Phil S. who is always, only willing to speak with Andy Carver. Andy was not available at the time which led Reed into an hour and a half phone call - trying his hardest to please the

pickiest of owners. Sitting next to Reed, I was thinking about what a tough day Reed endured with these calls. With two of our toughest owners, never did Reed lose his composure, willingness to help, or his charm! If anyone in this room were familiar with these owners you would have thought how unlucky Reed was to work with both of these owners in one day. The fact that he was able to handle one of Andy Carver's toughest owners without flinching, definitely goes to show what great service he provides to all of our owners, not just the tough ones

**Sarah Laird:** I wanted to nominate Sarah Laird for going above and beyond to help fix an owners reservation on 12/30. Randall Allcorn arrived at GL7 on Saturday to discover we had placed the wrong part of their 4-bedroom into the rental program. Sarah acted quickly to move the guests out of the unit they wanted and rearrange the reservation in the correct units. During this time, the Allcorns had to wait and expressed to Sarah that some of their groceries had gone bad. Sarah took it upon herself to head to City Market and then head to GL7 to replace the groceries for the Allcorns. All in all, it was not the ideal experience we shoot for with our owners, but Sarah went above and beyond to correct the mistake and turn the situation around.

## | December GVA Winners |

Chelsea Jolly and Emma Bollinger: I wanted to recognize the front desk staff at GTL for their assistance this week. There was a mix up of the same Volkl Kenja skis removed from the shuttle and staff did everything to help us sort it out. Ultimately everyone ended up with the correct skis, but only as a result of the assistance provided. As supervisor, Emma recognized the importance of the issue to us as these were my wife's favorite skis, and authorized her group to help as needed. Chelsea provided wonderful assistance in taking a photograph of the "wrong skis" that we ended up with and assisted in creating 8 ½ by 11 inch "posters" that we placed on a few strategic doors at GTL so people were triggered to check their Volkl skis to see if they had the right ones. The front desk held the skis in hopes of doing an exchange with the other party. In a few hours the issue was resolved. The front desk is holding my wife's skis until we are back up next week.

In the scope of running a large resort operation, this issue is quite small. However, it was important to us and the GTL Front Desk Staff did everything possible to assist. And they did so when it was a busier time with the beginning of Friday night check ins. Not only that, the help was provided with smiles, genuine interest and great attitudes. A client or owner can't ask for any more than that!

Courtney Suedekum: We are owners and try to stay here every year on our anniversary. We arrived Saturday, but my husband had to fly back the very next day because hospice had been called in for his dying father. On Monday, I took my 7-year-old to the ER because he had been sick for a week, and my 15 and 19-year-olds got sick today too. I returned the skis. I asked two young ladies about renting a theater because that is all we can do now. One told us no, but Courtney told me yes and scheduled it. She also offered to send up a bottle of wine. I appreciate her caring and compassion sooo much. First anniversary away from my husband – which she didn't even know about. This was – and is – true customer service. Thank you for caring Courtney!

Felipe Calvillo: "I had the pleasure of encountering Felipe (from engineering) in the garage the other day. He asked if I needed help with my luggage. I accepted because I had a heavy load. He helped me push the cart and load the luggage in my car. He then asked if there was anything else that he could do for me during my stay. He is a great guy and deserves an "atta-boy!"

Julianna Nopson: Julianna saved Christmas! With the blizzard last night and I-70 closed, we took a chance to get a unit at GC8. Julianna made it happen! It was very kind of her and made our year!

Keath Masick: I stopped Keath in the hall to ask if he could look at our phone – he said that it would be a few minutes (he was working on other issues) and asked if it would be okay to enter our room if we were out. I said it was, and offhandedly said it would also be okay if he washed our dishes for us too. To my surprise and delight our dishes were clean when we returned to our room – Keath has my heartfelt thanks! Keath totally made my day!!

Khala Febres-Cordero, Hannah Metzger, Kathryn Kazimier, Katie LaQuaglia, Russell Galloway, Wednesday Rostad, Mackenzie Henry and Sue Carlson: Just wanted to send a huge KUDOS to your staff here at Grand Timber Lodge. My family is enjoying a wonderful week in Breck at your lodge. We've stayed at 2 other beautiful and respected resorts in Breck in the past, but your staff has been the best! My daughter's boyfriend has been here with us, with the big plans of proposing to her on this trip. We live in Oklahoma, so not being locals, have had to rely on recommendations and lots of help planning from your awesome staff to keep the big secret from others. We have quizzed many of them, even calling here a week before our arrival. All of this to say, several of them have gone out of their way to help us pull off a memorable and extremely special engagement. A special thanks needs to go to the following: Khala, Hannah, Kathryn, Katie, Russell and Mackenzie, as well as Sue and Wednesday ☺

Again, thank you for an awesome and very personal experience. We will hope to come back to visit in the near future!

Robert "Hook" LaFrankie: All shuttle drivers were courteous and helpful, but Hook went beyond expectations. He overheard us discussing our inability to find some Christmas movies and made a point to find them at his own house and bring them back the next day (on his day off) so we could watch them.

## | November GVA Winners |

**Andrea Verzantvoort:** Andrea is a treasure and a wonderful representative for your company and this property. We had a bit of trouble when we checked in, but she was warm, friendly, and completely took care of us. Then, my husband had to return to Denver for work and drive back up Friday afternoon. He got stuck in the I70 traffic mess and closures and missed the drop off time for our dogs at the Dog House in Breck. When he finally arrived, he figured he would have to drive all the way back but we asked just in case there was any way our dogs could be accommodated. Andrea was able to get us set up in an additional dog friendly room, but before that actually offered to take our dogs home with her!! We were so impressed with her helpfulness and caring attitude. When you talk about "welcome home" and "family" it is just words. But it is actions of the people who work here that demonstrate, reflect, and support that philosophy. People like Andrea make you walk away with a smile and desire to return!

**Courtney Suedekum:** On the evening of November 10th, my wife was not feeling well. We decided to leave. She had to return a robe to the grotto. It was 7:10 pm. I waited in the room, but she never returned. I notified the front desk and they put me in contact with Scott Wilson. He helped me search for my wife. We found her at 8:30 pm passed out and unresponsive on the restroom floor near the ski lockers. Courtney got juice to try to help wake my wife and she called 911. My wife was taken to the hospital in Frisco where the Doctors worked on her and she had made a full recovery. I want to thank Courtney and the whole staff that helped my wife.

**Max Pinto:** Max was very helpful in helping me unpack my car as I was checking in by myself this day. He unloaded everything in the room and asked if I needed anything else. I told him we could use a couple more robes as there would be more people coming in the next couple days. He gladly went down, got the robes and came right back. Very nice kid with excellent customer service skills!

**Reed Davis:** I just wanted to send you a quick note and let you know that Reed went above and beyond to make our recent stay remarkable. We had traded our timeshare for 2 one-bedroom units at the Grand Lodge on Peak 7; so, we could host my best friend and his family. My friend is one of the most highly decorated member of our Special Operations community and has done more for this country than most people will ever know. He recently retired and his family has endured countless sacrifices due to his many years of service. They don't have the opportunity to experience many vacations; and even less as a family together, so this was a treat we were looking forward to having them enjoy. To have them in Unit 1507A was fantastic! But what Reed and your team did in addition, really was something. Yes, the basket with champagne, chocolates and treats was certainly a surprise for them. But when he saw the card that everyone had signed with short notes about his service – this was something that just stopped him cold. (And that's not something that is easy to do with him!)

He is a true hero that never wanted or expected medals, money, or recognition. He did what he did for us, because he's just that kind of guy. To have people take the time to write those notes, was something I can't describe to you. I just watched him quietly come back to the card a number of times throughout the day, and re-read the comments. What your team did mattered. Please thank Reed and your team for me; my wife and I were thoroughly impressed. They made a very special man and his family feel like just maybe, some of their sacrifices were worth it because someone cared. With humble gratitude, Scott D. Southworth

**Taylor Chalmers:** We love The Grand Lodge on Peak 7! Taylor thank you for watching out for us & changing our room from a suite to a 1 bedroom for our 42nd anniversary. The Owner Support Team always does everything they can to make our stay a great getaway! The wonderful front desk staff & concierge staff know us by name & do special things to truly make this our home away from home. They really treat us like family. We feel like the Resort is an elegant mountain lodge & are so thankful that we get to spend several weeks there each year.

**Tina Zimmerman:** We met Tina several years ago at Grand Timber and she has always been very helpful. When we had reservation problems this year she offered to let us store food at her house until we found a place to stay. Tina is always willing to help find a solution or a person to help solve problems.

**Nick Lynch:** Al Medendorp wrote for Nick: "I needed to hook up my wife's water ionizing machine, but the new nice modern faucets didn't have the right end of it, so he came and found a fitting so that it would work. This saved our vacation!"

**Sofia De Donesteve:** "Sofia at the front desk is always friendly and welcoming. Great Resort." We are lucky to have Sofia on our team and our owners agree!

**Sofia De Donesteve:** I first met Sofia during a one-night bonus time stay in September. Her instant ability to genuinely smile and welcome guests is quite impressive! She made me feel at home. I am on my week, without my bride of 43 years, and Sofia noticed I was a bit down at check in. She just knocked on my door with a modest gift basket and a card, with which she cheered me up! She even drew a sketch of my puppy Coda! Sofia is a super-prime, 5-star employee, that I would steal in a second to work for me. BGV, you have a star in your mix. Take great care of this young lady.

**Kathleen Miller:** We had the pleasure of conversing with your driver Kathleen. What a wonderful woman and such an asset to Grand Timber. We found her to be friendly and helpful each and every time we took the shuttle. We told her how much we enjoyed her company and service. Grand Timber staff, please acknowledge her for who she is and what she does."

**Hannah Metzger:** I had called the day before and talked to Hannah to request Bldg 3. She explained it was a Saturday check in building and we were arriving on Friday. She said she would get us the best room available and she did. Great customer service!"

**Cody Schwanz:** Cody fixed our refrigerator that was making loud noise and bedroom sliding door that wouldn't lock. He was a really great guy!! Very friendly.

**Janna Polgar:** I talked to Janna twice in 2 days and she was super-friendly and helpful. We have a lot of moving pieces with our stay the first week of November and she was able to make accommodations for everything. Thank you very much Janna.

**Kathryn Kazimier:** The past 2 weeks we used bonus time for several nights. Both times Kathryn was at the front desk. She was super friendly, courteous & helpful. In fact, I wanted to commend her, but couldn't find the site you used to have online. Please pass this on to the appropriate person.

**Steve Swaim:** We have worked with Steve on two different occasions, and has been very helpful on how to utilize our ownerships and Interval International usage. We had met with another employee at another time and he never really answered the questions we asked, so when it came to upgrading into another unit, needless to say, when we told him we were not interested at the time, his interest in us was done and it was have a nice day and walked off.

We worked with Steve this time and yes, he answered the questions and we even did another upgrade. We would work with Steve again. Thank You.

**Kyle Brochu:** From day one Kyle has always gone out of his way to welcome us by name and give us great recommendations for things to do in Breckenridge! He has always shared his stories of travel with us, and we're so excited for him in his new adventure! Kyle has shown what a true GLP7 employee is!!! We will truly miss seeing his smiling, welcoming face, but wish him the best in life! Thanks Kyle for always making our stay so enjoyable!!!

## | August GVA Winners |

**Jason Broadbent:** At check-in, I mentioned that we needed assistance unloading our luggage, as we had an oxygen concentrator which is fairly heavy. Jason was in the vicinity and without any hesitation he said he would be glad to assist. He directed us to a parking space, obtained a luggage cart, and proceeded to unload our luggage and the concentrator onto the cart, then took the cart with us to the unit. Further, since my wife has difficulty walking long distances, he said he would make a note on our file that future reservations should place us in a unit close to the elevator. These actions by Jason were highly impressive and greatly appreciated. His spontaneous service and cordial interaction left us with a very favorable attitude. His service-oriented relationship with guests should serve as an excellent example to all GTL personnel!

**Gustavo Carro, Chase Patterson, Dahniah Roslan:** We could not have been more pleased with our recent stay at the Breck Inn. Our first evening, Chase came over and introduced himself. Chase was so pleasant and helpful and provided us with information regarding the hotel, hotel facilities, activities in Breckenridge and information on Breckenridge Grand Vacations. Visiting with Chase on a personal as well as business level was very much appreciated. Chase is a valuable asset to you and your corporation. During our stay, we also had an opportunity to visit with Gustavo and Dahniah, who were both helpful and friendly and made our visit more enjoyable. We feel that Chase has created a very personal and friendly atmosphere that shows in the faces and attitudes of all the employees at the Breck Inn. In this day and age of impersonal service, the atmosphere at the Breck Inn should be acknowledged under the leadership of Chase. We will highly recommend the Breck Inn and will definitely return.

**Fharron Caswell:** Every once in a while, you have to give a shout out for an exceptional employee. I'm an owner at a Grand Timber and I had the distinct pleasure of working with Fharron this morning. Wow. What a cool, calm and courteous woman. I haven't been as impressed with a person on the other end of the telephone line in a long time. Treasure her - she's a great representative for the company.

**Fharron Caswell, Becca Clark:** Just a quick note to send along an acknowledgement and appreciation for phone reservation specialists Becca and Fharron. They are both very helpful, patient and a pleasure to work with when we call for bonus time or when we bank or book any kind of reservation. We have been BGV owners for 17 years and have always been very happy with our vacation ownership. A special thanks for these two and the great way that they help us.

**Kaitlyn Clarry, Katie Eytel:** My family spent two weeks at Grand Colorado, and we made extensive use of the activities and functions. Kaitlyn was outstanding in her customer care, easily accommodating our special requests. She even got my 71-year-old brother to make a fantastic tie-dye shirt and paint glassware! Kaitlyn was competent, kind, and caring. Katie, while a bit newer to her position, displayed a great "can do" attitude and was ever so helpful in meeting our needs, too. She was patient and efficient, and if she didn't know the answer, she quickly found it. Both women are to be commended for their spirit and energy -- you are lucky to have them on your staff!



**Joe Demma (2 nominations):** I am an owner at Grand Timber Lodge. We were interested in booking a get-away at Gold Point Lodge. Joseph took such good care of us. He went above and beyond to ensure that my husband and our friends were able to get a three-bedroom condo. He truly made my day and I had to share!

I want to let someone know what a good job Joe is doing for us and for our family. We had booked our tour so long ago, I called in yesterday with questions. My mother wanted to join us on our trip to Breckenridge. Joe was so kind. He did a ton of leg work for us and was generous with his time, finding the right lodging option for us. He gave the best customer service I've ever encountered - very helpful, extremely kind. Joe put himself in my shoes. He researched every detail that was important to us for our Breckenridge trip. I was excited in January, I'm even more excited now! Joe has made this trip even more special, helping us celebrate my mom's birthday on Christmas Day!

**Brandon Filkins:** I live in Colorado, and came up for the first time ever with my three girlfriends from Texas. It is my 60th birthday and the other woman had just all turned 60 in the past few months. I have known each of these women 50-55 years! We were so excited! We told Brandon the situation and he giggled right along with us and gave us tons of information about where to go and what to do. This was a late night and there was no concierge. Brandon had a Birthday basket in our room before we got to our room! He was so helpful. I just want to acknowledge a wonderfully funny, helpful and professional young man. You should keep him and give him a raise!

**Rachel Freeman:** Rachel made a positive impression during our weekend stay. She was extremely knowledgeable and answered many of our questions as first time guests of the facility. She was positive and helpful each time we interacted. Fast forward to today, when after looking high and low, I couldn't find a small note pad I carry with me almost everywhere. I took a stab at reaching out to her to see if someone could check the room I stayed in to see if it may have fallen off the nightstand. She found it and was able to mail it back to me. I can't thank you enough for encouraging and supporting Rachel within your organization. We need more people like her at more properties. She makes the place feel more like we belong there.

**Stephanie Harkenrider:** On my recent visit, I was very impressed with the appearance of the resort's landscaping and grounds. I want to especially praise Stephanie, whom I've seen the past few days working outside. I want her to be recognized for a job well done!

**Tricia Houstrup:** Though it has been almost a month since you sent an e-mail with much helpful information, I want to thank you for your assistance in helping me to find a workable reservation for 2018. I responded to the Breckenridge Grand Vacations survey, and I gave you the highest rating in all the survey categories. We hope to have a chance to meet you on our next visit.

**Kate Steinmann:** We had a wonderful time at the Grand Timber Lodge. It was very quiet and very clean. The pools and hot tubs were great. I also have to mention Kate at the Refresh Spa. She gave an excellent massage that helped work the tension out of my neck and shoulders. She also gave a few pointers on what I should do after the massage to make the effects last longer. I just wish I lived closer so I could go see Kate on a more regular basis. Thanks again, Kate, for making our stay that much better!

**Dan Stangroom:** I want to let you know that Dan went far and above what I am used to in any customer service situation. Dan worked through several situations and options with me as I kept asking him for more and more options. He got me up here at Grand Colorado, which I needed very badly. I would suggest keeping him around, if for nothing else, for me being selfish and knowing I will get great customer service when I call up and talk to him!

**Monica Thinger:** I have been an owner with BGV for more than 15 years, first at GTL and then at GL7. We have 5 children and now a grandson and enjoy many day trips and overnight trips to Breckenridge. It is our favorite place to escape to and we love our properties. I immediately noticed a difference in the level of service provided at GL7 when we first started going there. Monica was one of the first friendly faces we met and for the past 6 years has shown us the same consistent level of friendliness and respect each time we arrive. She has always known us by name and has been able to help us with anything we needed. There is no one at either property who has made us feel so welcome and respected every time we visit. I must say overall that all of the staff at GL7 goes above and beyond in their customer service. They are always friendly and helpful but Monica just seems to be a step above and we look forward to her smiling friendly face each time we arrive. She makes our timeshare feel like home. Thank you, Monica.

## | July GVA Winners |

### **Tony Bennett**

Tony is excellent in providing customer service. He went above and beyond to help with my reservation request. He was friendly (I could tell he was smiling over the phone). He took care of me and I appreciate the service. Thank you for employeing good people at Peak 7.

### **Emma Bollinger**

### **Khala Febres-Cordero**

Susan contacted us to tell us how much she appreciated the excellent customer service she received from Emma and Khala. She said that this kind of service is just an example of why Susan is so excited to come back to Grand Timber Lodge for another stay in 2018!

### **Fharron Caswell**

This owner called in specifically to say how amazing Fharron was with helping her yesterday. They showed up and their room was next to a loud exhaust fan or something. They called in, got Fharron and she was able to get them moved to a room that was more to their liking. They are very happy now and just wanted to make sure we knew how great Fharron is.

**Matt Charley**

Matt was very attentive to our need to use our points or lose them. He set us up with the best vacation we've had at the Grand Bliss in Mexico on short planning. The exchange was for a studio; however, we received a full bedroom and we feel he had a lot to do with what we received in our exchange. It took us back almost 60 years to when we got married and lived in Panama. Matt did a fantastic job getting our exchange to a great place that we could walk to the beach and still be on site - also to have two great dinners about 75 feet from the ocean. Thanks to Matt, it was all beyond expectations. Grand Vacations is still our favorite place to be.

**Reed Davis**

Reed was extremely helpful and went above and beyond to help us book our vacation for 2018. He offered us several options so we could pick the best to fit our family needs. Reed, again, thank you for your time, patience and great ideas!

**Emily Kimmel**

Your activities director, Emily, was the best we've ever experienced. She provided extra effort for each trip we expressed interest in (6 of them), made reservations around the cool mornings and even obtained special directions for a drive through Rocky Mountain National Park. She was incredible and certainly deserves recognition, as in my book, the name Emily will be an exchange for perfect Customer Service.

**Julianna Nopson**

On the evening of July 5th, my husband and I were returning to Breck after rafting in Idaho Springs. We were on 70 heading back when we saw a sign that said the road was closed. I called Grand Timber, where we were staying, to see if they could assist us. We were very worried we wouldn't be able to return because we had just heard about the fires. When I called Grand Timber, my call was redirected to Grand Colorado, and Julianna answered. I explained our situation and told her I was very worried about returning to Breck. Julianna was so sweet and helpful. She found an alternate route for us and gave my husband very detailed directions to get us back to Grand Timber. We would like to thank Julianna for her assistance and for the time she took to reassure me that everything was okay! We hope she receives this message, and we commend you on the excellent service your resort provides! We look forward to returning to Breckenridge and plan to stay at your resort when we do.

### **Becky van Horn**

Becky did an awesome job helping me with my booking and making my requests possible, even though I was a few weeks late booking my vacation for next year. Thank you, Becky!

### **Tina Zimmerman**

Tina's personality is very open and friendly. Being from Iowa, we thought we would never use day use. One week in July, we were staying with family in Fort Collins. We had one day my husband and I could break away and we headed straight for Breckenridge Peak 7. Tina gave us a day pass to the facility (so desperately needed), helped us with information about special activities happening in Breckenridge, checked on our reservation in October and got us signed up for a movie night. She gave us more information than asked for, which helped us to enjoy the day. This is great since we live so far away. She made us feel special, important, and energized once again. Thanks for being such a great hideaway place for us. It is our first timeshare and I can't thank Shaubie enough for talking us into it. Thank you, Tina, for your wonderful communications skills.

## | June GVA Winners |

### **Emma Bollinger**

We especially want to thank everyone at the Lodge for a wonderful week. Grand Timber Lodge employees are the best. We want to recognize Emma for her help answering every question we had and for making our stay so pleasant.

### **Lonnie Campbell**

### **John Saiz**

We were very happy with the efficiency of the front desk personnel. Whenever we had an issue or question, we were confident that they would help, and they did. Lonnie and John were most courteous. The check-in/ check-out procedures were as smooth as anywhere I have ever been, and I have been with Interval for almost 30 years. Kudos, gentlemen!

### **James Cummons**

### **Tim Moutrie**

Today I received two calls from Grand Timber. I felt it was a very special gesture every owner would appreciate. Timmy even offered his personal contact if I ever needed assistance! This is an example of

why we are owners! My other caller was James, who asked if there was any particular event we would be celebrating this year while we're in Breck – and when I told him it's my son's 40<sup>th</sup> birthday, he assured me he would help us celebrate on July 12! The Smith family loves Grand Timber and Breckenridge!

### **Joe DeStefano**

My favorable opinion of Grand Timber Lodge began with the reservations rep, Joseph. I explained what we wanted, and he found exactly what we required. At the time that I was making the reservation, I was experiencing some breathing issues. Joseph expressed concern. When we arrived at the condo, I found a 6-liter Boost Oxygen canister and a 2-liter purse-sized canister along with a note from Joseph expressing hope that they would make my stay more comfortable. Such thoughtfulness was extraordinary and most appreciated.

### **Matt Foust**

I have been an owner at Grand Timber and Gold Point for many years. I am writing to commend one of your employees I had the pleasure to speak with on Saturday. I gifted a week at Grand Timber to my niece for her honeymoon. I placed a call to the Front Desk prior to their arrival to assure that their check in would go smoothly, since they would be arriving late. I also wanted to have a gift basket placed in their accommodations. Matt answered my call. I told Matt that I would like this stay to be a very memorable time for them. I asked if their accommodations provided a view of the mountains, which they both were looking forward to enjoying. Matt was exceptionally helpful and reassuring and informed me that he would do all he could to provide for my requests. Matt was such a polite and personable young man, and I felt he was sincerely going to make every effort to address this issue. I received a text shortly after my niece arrived. They were thrilled with the gift basket and the view from their balcony. I want to express how refreshing it is, in this day and age, to speak with someone in the service industry who goes the extra mile to be so helpful and pleasant.

### **Rachel Freeman**

Rachel at the concierge desk is an asset. She had the best recommendations for dinner, not only in Breckenridge but outside as well. She is a gem!

### **Brittany Holloman**

What a fantastic job Brittany has done for us! She is a very responsive, amazing employee, working to pull together a little miracle for our family gathering.

**Kody Marr**

On Wednesday, I tried to use the web site to find out if I had reservations for summer 2018. I found none. Being quite upset with the new reservation system, I was prepared to launch a complaint. Your agent Kody answered my call. He was able to defuse my anger and get reservations for me and at full summer point value. He then deposited my weeks with Interval and sent confirmations. I think he deserves an "Atta Boy" for taking an angry member and fixing the situation.

**Hannah Metzger**

I called the GTL front desk the day we were arriving to explain that we were celebrating our anniversary and my husband's birthday, and to ask for a really nice room (realizing that we're very lucky to get any bonus time room). I spoke with Hannah, who was so polite and said she would do her best. Well, it was a GREAT room. Then, unfortunately, my husband became ill and we had to leave a day early. Again, I happened to talk to Hannah, who was so understanding and said we wouldn't be penalized for not giving the full 48-hour notice. You do, indeed, have special caring employees.

**Tim Moutrie (2 nominations)**

I have always had a great customer experience with your staff, but would like to recognize the excellent experience I had with Tim on a last-minute booking today. He went above and beyond and was extremely helpful and polite. We're looking forward to our visit.

Tim, I wanted to follow up on our conversation to thank you for your help not only in helping us to combine our four bonus use days at Grand Timber into one four-day reservation, but also for your assistance in getting a room with a great view. We'd made that request, and you told us you'd work with someone to get us a view, but that it couldn't be guaranteed, so we kept our hopes low until we arrived here this week. We love our view - best we've had here! Thanks for everything!

| May GVA Winners |

**Lonnie Campbell – GP Front Desk**

Lonnie was very friendly and helpful.

### **Joe Geurts – GL7 Activities**

### **Emily Kimmel - GL7 Activities**

I want to say once again thank you for helping with the flowers and the vases. It was a great surprise for Karin when she walked into the room last Friday evening. She loved the hand-blown vase with the colors. I appreciate all extra work you put into getting the gift set up for our anniversary. All of the owners are very lucky to have great employees throughout the Breckenridge Grand Vacations family that makes owning at GL7 a special place that we can call home. I'm sorry we did not get to meet Joe and Emily in person, hopefully next time we are around I can say thank you in person. I wish you all the best and thank you again for all your great service!

### **Michael Philipson – GTL Engineering**

As a previous business owner, I know that many of the emails you receive are complaints. However, I wanted to write you to tell you that your maintenance division is great. My dishwasher was broken and Michael came up and fixed it. He was not only kind, polite, and professional, he had nothing but good things to say about working here at Grand Timber Lodge. I will definitely get on to your website and put his name in so he can receive some Grand Vacation Awards. Please let Michael know that I appreciate his hard work, and make sure that he gets the appropriate recognition.

### **Audrey Sabo – Owner Relations**

I called Reservations last week because I was having a problem with your bonus time website. Audrey was incredibly helpful. I was hoping to put 2 or 3 nights together but, of course, have to wait until 30 days out at GTL. With her help over several days I ended up with 1 bedroom, studio, 1 bedroom. She was kind enough to call me a couple of times to keep me posted. This morning she called again to say she had a 1 bedroom for the middle day, had put them all together, and would credit my card for the difference in price. Needless to say, I was delighted. It means staying in the same unit the whole time (which includes our anniversary and Chuck's birthday). Audrey certainly went the extra mile. She is a super example of the friendliness and helpfulness of BGV employees. Those traits (when my son used our bonus time years ago) are what prompted him and his wife to buy into The Grand Lodge on Peak 7, then GTL when one came up, and recently Peak 8. Thanks so very much to Audrey. She's a perfect example of what Mike Millisor brags about in his employees.

### **Clark Strohecker - Owner Relations**

I want to commend you on your training and support of Clark. Clark provided us wonderful, supportive and friendly service for our recent booking. We were totally lost and confused, not knowing how to proceed. Clark took charge and provided us secure options for our consideration, and in fact provided

us a booking option we would never have considered without his guidance. Clark went above and beyond to ensure our satisfaction. He is an asset and an excellent representative for all you do.

Please accept our thanks and give Clark a big pat on the back on our behalf.

### **Katie Thomas – Marketing Guest Services**

“I spoke with Katie in March, and I am not easy to deal with. She was so helpful! She is excellent, a prime example of what your team should be like. She is great at what she does!”

Note from Iris Bradford: Katie joined our team a little over a month ago and is already showing what a caring, motivated and talented individual she is. She is an amazing MGS agent.

## | April GVA Winners |

### **Nick Borovich – GL7 Asst. General Manager**

Last year we had the nicest man at the front desk named Nick, whose time was short lived there as his talent was caught and now he is the Assistant GM. Today we were playing rummy cube in the lobby and Nick stopped by the front desk. When he saw us, he came over and visited with us. We asked him all sorts of questions about his job. He showed us the new color scheme. He took time out of his day to put a high value on guest relations. That makes us feel at home here!

### **Joe Geurts – GL7 Activities**

### **Kevin Kundiger – GL7 Front Desk**

### **Amie Zwald – GL7 Front Desk**

[From a post travel survey] Kevin is so nice and helpful when we check in, and his manager Amie is great as well. Joe in Activities was terrific. BGV really knows how to train their staff well.

### **Dani Mittiga – GTL – Front Desk**

Danielle went the extra mile and got us in a building that’s different from our usual building. We want to try something and she made it happen.

## | March GVA Winners |

### **Wes Adams**

### **Bill Denio**



**Mike Dilulio**

**Kevin Milligan**

**Jon Paul**

We typically stay two nights per week throughout the season at GTL and use the shuttle for two round trips each day (one to the ski area and one to town in the evening). We continue to be impressed with the attitude, courtesy and helpfulness of the shuttle bus drivers. I wanted to pass this along in hopes that you can get our appreciation to the right folks in the organization, so the drivers receive deserved recognition for their helpful service.

**Kyle Brochu**

Kyle was an absolute pleasure to work with. He provided excellent service throughout the week, was extremely patient, and has the most beautiful smile ever. I very rarely give service shout-outs, but Kyle was so incredible that I just had to say something!

**Kyle Brochu**

**Felipe Calvillo**

**Debby Grosse**

**Monica Thinger**

We want to recognize four individuals for exceptional service. Debby has a "can do" attitude, shows the willingness to press through a situation though it may take some extra effort, and has a genuine, ever present smile. She is a special part of our annual trip. Monica helped set up our owner update before we arrived, and as we checked in with her after registering, she remembered the prior contact and called us by name, even remembered a conversation we had a year earlier! Kyle always remembers our last name and greets us by name throughout our stay. His restaurant recommendations are more than just a name; he tells us why he likes a certain place and who to talk to when we get there. Felipe came to check out the A/C in our room. When I opened the door, he stuck out his hand to shake, introduced himself by name, and told us why he was there. The problem turned out to require more time than he had expected, and he was called away partway through. He told us he'd be back to finish. When we returned at the end of our day, we found a handwritten note explaining the follow-up and what he'd done to resolve the issue. Keep up the great work, everyone!

**Amy Leary**

When I called with a question about my account, Amy not only answered it, but she "went the extra mile" to help me straighten out the documentation that I needed in order to remove my late husband's name and social security number. Then she made sure that I will receive a corrected 1098 for my taxes as well as receive the original death certificate back. She was consistently pleasant, respectful, and efficient - a winning combination!

### **Jay Nguyen**

Your customer service team sets the gold standard in customer care, and from my perspective, Jay has achieved an even higher standard of excellence! In the past 3 weeks, Jay has helped me with a number of reservation issues that run the gamut including bonus time, selling our week on the open market, Short Stay exchange questions, BGV Points, and everything in between.

Not only is Jay an expert on every topic, but he goes above and beyond to make sure I have an email with notes and follow-up information from our call. He's also reached out to the guests who are renting our unit over spring break, and made sure they will feel right at home during their stay. As leaders of such an amazing customer-centered organization, you have much to be proud of; but when it comes to having a shining star like Jay on the team, you are truly blessed.

### **Stephanie Raymond**

We mistakenly thought we were paying on our membership dues when we purchased an upgrade through Interval in December. When the dues statements were issued in early 2017, we couldn't understand why they didn't reflect this payment. We made calls to your Accounts Receivable Management department, and spoke with Stephanie. Patiently and so kindly she investigated the situation. At this point, when we realized we did not really know what we were buying, she said, "I'll see what can be done; maybe your money will be refunded." And she accomplished just that. Even if my money had not been refunded, Stephanie's willingness and concern to intervene would have earned my appreciation. You should be glad you have this kind of employee representing BGV, contributing to your reputation.

### **Audrey Sabo**

Audrey is the best. She went out of her way to help us get a unit for an additional night. She saved me from just calling back many times a day and offered to keep on top of finding an option for us. She not only saved me tons of time, she got the unit for us and saved your OR staff a lot of additional time answering phone calls from me. She is exemplary and should be an example for the rest of your team.

### **Matt Steffen**

The concierge staff has been fantastic, specifically Matt Steffen. He took time to help me work out how I use bonus time both online and over the phone. It's thanks to the fact that he took the time to help us with this that we have been able to use the facilities so often. I was originally considering selling the timeshare, however thanks to Matt's help,

I intend to pay it off next month and keep it. Matt is now my go-to when I know that he's working.

### **Clark Strohecker (2 nominations)**

What an amazing asset Clark is to your team! We have worked together on multiple reservations and I absolutely love working with him. Clark has an amazing attitude, you can always feel his smile, he is courteous and he is always willing to go the extra mile to make the ownership work for us.

I have been working in customer service for decades and have never experienced service as great as Clark's. He is exceptionally caring and helpful. Keep up the great work!

## | February GVA Winners |

### **Felipe Calvillo – GL7 Engineering**

### **Mike Vazquez – GL7 Engineering**

These workers were positive, cheerful, on task, knowledgeable and efficient. They solved the problems promptly. In a day and age when help usually comes with lethargy and often "attitude," we experienced an unusual and positive response. As a retired 25-year employee of Walt Disney World, where service is the Gold Standard, I wanted to compliment these men and hope that you will do that as well.

### **Sandra Cummons – Owner Relations**

I've been an even-year GTL owner since 2002. Recently I sent an email to your staff trying to understand the value of renting a week in December vs. January - March. I had been extremely disappointed that I could not get a week in the "real" red season, January – March, and I wanted to evaluate my options and really didn't want to put up my unit for trade. I promptly received a response from Sandra who provided a spot-on analysis. I then mentioned my frustrations with I.I., primarily around comparable unit exchange quality. Sandra responded back and told me that owners sometimes cancel their week and she would be on the lookout for me. I was impressed that given the number of owners, phone calls, etc. with which she comes in contact daily, that I could get that personal touch. Within a week, she found a week for us at the end of January, and I'm quite excited about that. It's really great when a person listens, treats you as a valued owner and goes the extra mile to help. I wanted to bring this to your attention and let you know that you are lucky to have valuable employees, who expend that extra effort, to improve the GTL ownership experience.

### **Angela Perkes – Owner Relations**

I am writing this to tell you how wonderful Angela was in working to solve our problem today. She is going to work with us to make sure we are not "homeless" for one day in July. She suggested talking to the sales people about the possibility of fixed weeks. She also told us that after the reservations are done for next year to call her and ask for her and she will work with us to try and change any weeks we were given that do not work for my wife's school schedule. She told us to always ask for her when we call with any questions. It is so nice to work with someone who cares and listens. Angela is a wonderful person that you have working there and we really appreciated all of her time and patience today.

### **Dan Stangroom – Owner Relations**

We recently were in Breckenridge and were trying to get bonus time on a weekend, which has become increasingly difficult over the years. I spoke with Dan, and he was very helpful, courteous, professional, and genuine. I stated that we were already in the area, and that it was my birthday, and it would be wonderful if we could get bonus time. He listened carefully, seemed to really want to help us, and we were able to get bonus time for the night of February 10. When we checked into our room, we found a

bottle of champagne and a nice birthday card. We really appreciated that he went the extra mile to help us and to make my birthday very memorable.

## | January GVA Winners |

### **Meg Cotter – GTL Front Desk**

(Nominated by owner): We had a great experience with Meg at the front desk. Our daughter was sick, we needed housekeeping items and our dryer wasn't working correctly. She called us back and made sure she followed up until everything was complete. Really appreciated!

### **Amy Leary – Accounts Receivable Management**

(Nominated by owner): Amy went above and beyond in assisting us in getting our payment for our timeshare paid correctly after the payment had been returned to us by the postal service. I was in a panic and she quickly and efficiently came up with a solution to assist us. She is great!

### **Jenna Lowery – Owner Support**

(Nominated by owners): I called in December to see about what I thought would be a very involved Interval trade. I spoke with Jenna and she worked it out wonderfully. I'm sure it wasn't easy, like almost all of the BGV people we've dealt with over the years, she was friendly, kind and super-efficient. You're lucky to have her in your department. Please thank her for us.

### **Jay Nguyen – Owner Support**

(Nominated by owner): I have substantial hearing loss and must frequently ask anyone I speak with over the telephone to repeat, speak slowly, use different words, etc. so that I can understand. Jay accommodated my needs without hesitation or frustration. Most people I deal with over the phone are not so helpful. Jay explained the reservation process and identified available weeks, resolving several questions and leaving us feeling well served. BGV is well served by Jay. We hope these comments will assist you in giving him the recognition he deserves.

### **Hayden van Andel – Owner Support**

(Nominated by guest): I want to recognize the excellent customer service provided me by Hayden. I am very appreciative of the way my reservation issues were resolved for our upcoming July stay. Hayden was very kind, understanding, patient, and a very good listener. He never lost his cool, even when I lost mine. Hayden should be commended for the manner in which we handled this situation, which took up a lot of his time. Thank you, Hayden, for working with me to resolve this issue to a *happy place!*

### **Andy Waugh – Owner Support**

(Nominated by son of owners): I want to compliment Andy on the service he provided. Andy got us set up with bonus time for tonight at GTL, and I want to make sure you know that you have a great employee on your hands. I have never dealt with customer service representatives who are so kind and accommodating.

## | December GVA Winners |

### ***Nominated by Owners/Guests***

#### **Wes Adams – GTL Shuttle (2 nominations)**

The staff is amazing and we got to see Wes again, taking us everywhere in the shuttle. He is solid class.

Driver Wes was very friendly. Try to keep this guy. He made my stay better by just being himself!

### ***Nominated by Staff***

#### **Ryan Ansorge – GL7 Bell Attendant**

#### **Scott Britz - IT**

#### **Joel Fraley – GL7 Front Desk**

#### **Joe Geurts – GL7 Front Desk**

#### **Deric Hickey - IT**

#### **Mike Knudtson – GL7 Night Audit**

#### **Nate McAllister – GL7 Security**

#### **Pamela Meijer – GL7 Front Desk**

#### **Courtney Stoffel – GL7 Front Desk**

#### **Scott Wilson – GL7 Security**

One Saturday night, the Grand Lodge lost virtually all technology on property for almost five hours: all phones, TVs, front and back of house internet, as well as our ability to make room keys. When everything went down, there was only a slight moment of panic. However, we quickly got past it and found a process for what we had to work with. While Courtney, Pamela and Joel checked guests in, Nate, Scott W., Ryan and Joe (who volunteered to stay after his shift was over) helped guests get into their rooms. Deric and Scott B. were here until after 11 p.m. working to get everything back up and running, and Mike performed numerous tasks throughout the night to ensure that our guests had the smoothest transition possible the next morning. As a result of everyone's hard work and compassion, we made it through the night with minimal guest compensations. Thank you all for making this the best company in Colorado to work for.

#### **Gloria Ardila – Breck Inn Housekeeping**

#### **Norma Luis Lopez – GTL Housekeeping**

### **Jessica Perez Alvarez – GTL Housekeeping**

### **Lily Riestra – GTL Housekeeping**

These employees worked with some consultants that came up to measure the physical demand of housekeeping positions. On top of doing their regular job, they answered questions, repeatedly demonstrated and explained job tasks, and allowed the consultants to take measurements of their work. Not only did they go above and beyond their job duties, but they exemplified the second Hospitality Standard.

### **Graham Bangert – GC8 Engineering**

On Christmas Eve, we had a leak with our boilers that caused the heat to go out and the room temps to drop. Luckily, Graham was staying on property and was able to catch the leak around 1 a.m. on Christmas morning and fix it so that our heat worked again and no one was inconvenienced. He was up all night working on this and did not get to sleep until 6 a.m. on Christmas morning, and had to cancel plans to spend Christmas in Denver with his family. He made this sacrifice in order to make sure that GC8 owners and guests would have a nice Christmas. Graham has proven that he has the passion for creating Grand vacations and we appreciate all that he does for BGV.

### **Paty Banuelos – GC8 Housekeeping**

### **Jose Martinez – GC8 Housekeeping**

During the week prior to the GC8 opening, we got a lot of extra help from staff from different properties, and we've assigned projects to each of them. Paty and Jose did an excellent job of organizing the work, assigning it and making sure everybody had all the necessary tools. They were available if anyone had questions and were extremely helpful to everybody. Our opening was a success, and we couldn't have done it without their help!

### **Katy Bath – Owner Relations**

### **Fharron Caswell – Owner Relations**

### **Alex Eickelman – Owner Relations**

### **Senna Smith – Owner Relations**

### **Andy Waugh – Owner Relations**

These folks have taken the initiative to apply and participate in the Owner Relations University program to cross train on departments within Owner Relations. Not only are they an asset to the team, but they are more than willing to use this knowledge to help whenever needed. Here in the Vacation Rentals Department, we process rental contracts for our owners renting out their timeshare weeks and we also manage rental inventory. These folks have stepped in multiple times over the last few months to assist the VR team with the processes they have been trained on. This has been incredibly helpful in this busy time and we appreciate it!

**Carl Bauer – GC8 Concierge**

**Stephanie Bristley – GC8 Guest Services**

**Rachel Freeman – GC8 Concierge**

**Chris Luberto - IT**

When we were trying to finish up GC8 and get it open on time for our fixed week guests, these employees went above and beyond to make sure that everything got done so we could open. They all worked long hours and volunteered to get everything finished so we could create Grand vacations.

**Tony Bennett – Owner Relations**

**Kody Marr – Owner Relations**

**Audrey Sabo – Owner Relations**

Many thanks to Tony, Kody and Audrey, who covered the GTL Front Desk while we had our department SPIF.

**Olena Brack – Sales Admin**

Olena was instrumental in navigating a very difficult situation with Vail Resorts concerning a ski pass for one of our owners. Without her intervention, our client would most likely not have obtained his season pass. Olena went beyond her call of duty to remedy this situation. Olena heads a great team at the Sales Gallery. I've been in the timeshare industry for over 20 years, and the team at GL7 is the best I've ever seen.

**Jason Bretz – GC8 General Manager**

We had our Ops SPIF in Vail in November and we were all supposed to meet in Frisco for breakfast. I stopped for gas to get over there and my car battery died at the pump. The first person who came to mind to call was Jason, and even though he was almost as far as Tiger Road, he turned around and came to the rescue. I was worried that this might happen again, so he followed me all the way to my house to drop off my car and get all of my stuff to head over there. This didn't only make us late, but Kevan and Joanni were in the car as well. If it wasn't for Jason, I don't know if I would have been able to make the SPIF!

**Lonnie Campbell – GP Front Desk**

**Heidi Hughes - Accounting**

**Kody Marr – Owner Relations**

These employees should be recognized for helping to cover the GTL Front Desk while we were hiring new staff.

### **Andy Carver – Owner Relations**

An owner, Timothy Taylor, left me a 3-minute message, praising Andy for all of his hard work. Timothy said that without Andy he would have most likely tried to sell his timeshare. Timothy also works in the customer service field and has been extremely impressed with the high level of service that Andy provides.

### **Tony Cooper - Marketing**

Tony is *always* the first to help any of us with anything we are having issues with. I had a project that was quite manual and he worked tirelessly to help me automate it. He has a ton of important projects, but still makes time to drop what he is doing to help us, and often it results in extra work for him, but I have *never* heard him complain. I can't convey in writing what a team player he is. It is unbelievable how he represents the culture of One BGV. We are very lucky to have him as part of our team. Since he started, our whole office has been happier and more team oriented. Tony deserves a GVA ten times over for his positive attitude, fierce work ethic and impeccable sense of humor!

### **Reeta Echevarria - GC8 Front Desk**

### **Julianna Nopson – GC8 Front Desk**

These ladies were recently promoted to the Front Desk supervisor position at GC8 from working at the GL7 Front Desk. Over the past month, they stepped up to help cover the GL7 Front Desk at the last minute multiple times, even though they were busy with their own work of opening a new property. They made it possible for us to have adequate coverage during GVS sessions, and even stayed late to help out when we had employees call in sick at the last minute. We truly appreciate your smiling faces and we thank you for always making time to help in true One BGV fashion.

### **Deb Edwards – BGV Gives**

### **Lynn Rohde - Accounting**

Deb was at the office after 5 one Friday when she saw a FedEx driver on the second floor looking perplexed. He wasn't sure he had the right place. He hadn't delivered here before and didn't know about the loading dock. His truck was a large semi trailer, parked on Lincoln, with a very heavy delivery. Deb had him pull around to the loading dock, but there were several cars parked there so she located the owners to move the cars. They also had to move the mountain pool slide to make room on the loading dock for the delivery. It took several attempts for him to line the truck up to the dock. This was his last delivery of the night and it was snowing and extremely cold. Just as he was unloading, Lynn came back to work – which was a good thing as the dock door was not cooperating and Lynn was able to get it to close. This teamwork got the driver finally back on the road to Denver!

### **Ricardo Fajardo – GL7 Housekeeping**

### **Tatiana Rojas – GL7 Housekeeping**



On the Wednesday evening after Christmas, Tatiana and Ricardo were the only ones here to cover four houseperson shifts. This was a special Wednesday as it was actually a turn day at GL7, leading to dirtier hallways and more calls. While they were covering four shifts, they also managed to complete 35 calls and deliveries! This hard work and dedication is outstanding, and they worked together as a team. They handled this busy shift with positive and helpful attitudes. We are thankful to have them on our team!

#### **Brandon Filkins – GL7 Front Desk**

I want to nominate Brandon for his amazing performance on a Saturday night. At prime time for check-ins, all computers, phones and TVs on property went out for several hours. Although he is a relatively new supervisor, he did not miss a beat and handled everything with great professionalism and efficiency. Brandon was able to minimize the effect this had on our owners and guests by coming up with creative ways to complete the check-in process, while coordinating with multiple departments. All the staff was wonderful, but Brandon was a real leader on what could have been a very difficult night.

#### **Joe Geurts – GL7 Activities**

The other night I was informed that my car was stranded at the OR building because the battery had died. I was working by myself till 8 p.m. that night and (1) I had no idea how I was going to get down there and (2) who was going to help me jumpstart the car. Joe came to the rescue. He overheard me talking about my crisis and offered to pick me up at the end of my shift and drive me down there, even though he was heading home! Joe picked me up a couple of hours later, took me over there, and help jumpstart the car. How about that for going above and beyond? I can't think of a better example of the BGV family culture than that.

#### **Chelsie Givan – Sales Operations**

We've been extremely short staffed this week, between employees being out sick and opening an additional sales check-in area. Chelsie offered to cover our desk at GC8, even though she has had very little training at the Sales front desk. Having her cover this office has allowed us to keep our team at GL7 where it has been extremely busy this holiday season. OneBGV!

#### **Samantha Jager – Refresh Spa**

Sam stops in at Activities very frequently and is always super positive and friendly. Over Thanksgiving week, she came in and helped us in the hand turkey activity we hosted for kids. A few days later, she came down to help us decorate the Activities Center for Christmas.

#### **David Jaynes – Front Range Marketing**

#### **Lannie Schrader – Front Range Marketing**

#### **Dakota Serrette – Front Ranger Marketing**

Thanks to these front range team members for helping to train me on the tablet lead collection at One Ski Hill Place. They came up from the Front Range for a GVS, but made the time to meet me after a long

day outside of scheduled hours. They trained me and answered all my questions regarding the lead collection at Peak 8 (some *very* important leads for our marketing efforts). They even offered to take care of the rest of the tablets after walking me through only two of them, so they stayed even later to get this done, allowing me to get home. We are grateful for their help and impressed with their One BGV mindset.

#### **Elroy Johnson - Accounting**

#### **Greg Jordan - Accounting**

On the Friday before Christmas, we had an interesting situation at GL7. In order to resolve the situation, we needed a check cut ASAP. Late afternoon, the day before a busy holiday weekend, most staff had taken off to celebrate with loved ones. Greg took immediate action and got in touch with Elroy to help. Together they were able to get us the check we needed and all was Grand! A true OneBGV moment!

#### **Greg Jordan - Accounting**

During our lift ticket fiasco and after spending hours on the phone with Vail Resorts, Greg drove to Keystone and stood in line for over an hour and a half to try and test our lift tickets working over there. He has been working without team and Vail Resorts to find the best solution. He deserves an award for not only fighting the traffic on Christmas and New Year's Eve weeks, but for then waiting in line. At this time, we are still waiting for a concrete solution, but Greg has taken leadership to try to solve this problem during one of our busiest times of year.

#### **Greg Jordan - Accounting**

#### **Eli Yoder – Owner Relations**

Many thanks to Greg Jordan and Eli Yoder for helping me with staffing and getting started in my new role as Guest Services Manager. They have been helpful, encouraging and patient with me.

#### **Bill Keller – GTL Engineering**

#### **Michael Philipson – GTL Engineering**

The week after Christmas was a very busy week for us. We did not have a bellman on the weekdays and we had a lot of luggage to store. Bill and Michael were amazing and helped us store and deliver luggage to the rooms. We really appreciated their help!

#### **Kevin Kundiger – GL7 Front Desk**

Kevin consistently stays let to finish his tasks and helps out when the Front Desk needs support. He is always so helpful and kind to guests. Kevin is always more than willing to pick up or swap shifts when coworkers are in need and never says no to a new project. He is such a team player, and we are so thankful to have him as part of our BGV family.

### **Teana Lengfeld – GL7 Concierge**

Some owners traveling from Australia were offered a time limited lift ticket discount at the Breck Sports ticket window, but they were extremely upset when they realized that their credit cards were flagged because they forgot to tell their bank they would be traveling. Teala went above and beyond, showing empathy and even offering to put \$1000+ on her own credit card that they could later pay back. They ended up figuring it out and did not need Teala's card, but they were so happy and thankful for her help!

### **Keath Masick – GL7 Engineering**

Last night Keath noticed a leak in our boiler room. Rather than shutting off the hot water mid-evening, he decided to stick around late into the night to ensure that our guests had hot water this morning with as little guest impact as possible.

### **Nate McAllister – GL7 Security**

Some guests were dropped off by the shuttle service at GTL around 1:30 a.m. It turns out that their reservation was for GL7. The shuttle had already left, no Uber was available, and the taxi service was not answering. I called GL7 and asked Nate, who was working security, if he would be willing to come pick up the guests. Nate was more than willing to help, picked up the guests and took them to GL7.

### **Tamara (Lizeth) Peralta Alberto – GL7 Housekeeping**

We assigned Lizeth the task of deep cleaning the new sales model at GL7. As usual, she took this task to another level. She took it upon herself to not only clean but stock this unit with a toaster, coffee maker, broom, fan, humidifier, and most of the other amenities we provide our guests. She organized the boxes and tools that were in the room and neatly piled them together so that they were easily accessible. Once finished with this deep cleaning, she went looking for housekeepers that needed help completing their rooms. She has also taken the initiative to take pictures of the rooms as she cleans them and has put together a great beginning for a training manual. Training is something we have been trying to improve, and efforts like this help a lot. We appreciate Lizeth and her dedication to the team!

### **James Phillips – GTL Concierge**

The reception center did not have staffing today, so James had Day Use check-ins, questions about tours, questions about lift tickets and our regular guest check-ins! He kept his cool and helped guests with a smile on his face.

### **Michael Philipson – GTL Engineering**

During the GTL Front Desk SPIF, the wonderful employees who helped to cover the front desk were bombarded with a number of questions outside of their realm. Michael was a godsend and stepped in to help them and our guests. Michael worked the entire night as an engineering tech based out of the front desk.

### **Daniel Ramirez – Corporate Engineering**

Daniel has taken over the job of plowing the driveway of Mike Millisor's home when it snows – and we know that has been a huge job lately. He is very thorough, armed with shovel, snow melt and snow blower. While Mike is away, he is very grateful to know that his home is in such good hands. And Daniel does all the extra work with gratitude for the chance to help.

### **Silvia Ramirez – GC8 Housekeeping**

We were running against the clock to open the resort by 4 p.m. for the Saturday opening. On Friday, Silvia came in at 8 a.m. and stayed until about 10 p.m. in order to finish with the cleaning of the common areas. On opening day, she was scheduled to work from 2 to 10 p.m. but still insisted on helping out and came in at 7 a.m. After the resort opened at 4 p.m., she stayed to complete her PM runner shift. Silvia is an amazingly hard worker and we are happy to have her on our team.

### **Audrey Sabo – Owner Relations**

#### **Eli Yoder – Owner Relations**

We found ourselves with two employees out sick during Christmas week. I had to drive one of them to the ER, so we only had two people at the office on a very busy day. We emailed several department managers to see if anyone could spare someone to help us out. Eli didn't hesitate to find someone to help, and Audrey was the one to come up and help us throughout the first half of the day. These two went above and beyond to help us out on what we no doubt a busy day in OR as well. This is what OneBGV is all about.

### **Matt Spitalny – Summit County OPC**

Matt consistently goes above and beyond to help all the new people in OPC. He goes out of his way to help us close the pitch and gives us tons of tips and tricks he's learned over the four years of working for OPC. When working with Matt, I feel more motivated!

### **Matt Steffen – GTL Concierge**

On this particular day, our Marketing desk was unable to open due an illness. Matt had been waiting with a few guests who needed their lift tickets, but their lesson was fast approaching at 9 a.m.! After realizing that they may miss their lesson, Matt ran down the hill to get their tickets from the LWM staff and delivered them in time for their lesson.

### **Matt Steffen – GTL Concierge**

### **Robert Wise – Marketing Guest Services**

During the winter season, we inevitably have a few issues with gifting lift tickets. Tour guests have a lot to coordinate on their ski vacations, so we are very grateful for Matt's and Robert's help. The Sales Admin staff member who was supposed to open the Grand Timber Reception Center was out sick, and the Concierge team couldn't get into the safe where lift tickets are kept. Some guests planned to ski

that morning and in order to get them for them, Matty drove down to the Sales Center to get them. Robert got a call from the Beaver Run ticket window saying that we had four upset guests that needed lift tickets, and they were refusing to come to one of our sales locations to redeem them. Robert picked up the tickets from the Front Desk and when he got there, there were two additional guests who needed tickets from us. Working with the ticket office, Robert was able to get everyone take care of.

### **Vanessa Stewart (2 nominations) – GL7 Housekeeping**

Vanessa has been extremely helpful while Jazmin and I got ready to open the new resort. She set aside time to train me, teach me about all the reports, forecasting and ordering of a big property. She answered my texts and emails even on her days off and she has lent us some products we needed but that were on back order. I appreciate her patience and her wisdom. Vanessa rocks!

This morning was my first early morning shift. One of the first calls I got was from a guest who had completed a room move yesterday. They said that all of their items were moved except for a package of cinnamon rolls in the fridge, that the kids were very excited about having for breakfast. I offered to comp something from the sundry, but they were really looking forward to the cinnamon rolls. Vanessa was on the radio and responded by offering to drive to town to pick up some from City Market, and hand delivered them to the guests. When I called to follow up, the guest was very appreciative and I was appreciative for Vanessa's willingness to go above and beyond!

### **Clark Strohecker – Owner Relations**

I want to recognize Clark for covering the GTL Front Desk during the BGV Holiday Party, so that his coworkers could attend.

### **Aneita Thompson – GL7 Housekeeping**

Aneita has recently learned to open the office for the housekeeping team so she can be even more of an asset. Aneita is the type of person who will walk into the office and the first things she asks is how she can help out. Today her problem solving and positive attitude really helped out the entire team. When we found out that we would not have enough staff for the day, Aneita sat down, logged into a computer, and worked with us to find solutions and make a schedule for the day. It could have been a really difficult situation, but Aneita kept her smile and remained calm as she looked into solutions. Aneita has been showing herself to be a leader, and we are lucky to have a caring employee like her!

### **Jamie Wall – GL7 Activities**

Jamie worked extra hours throughout December, working solo on our busiest days while GL7 Activities was short staffed. She also constructed, decorated and delivered nearly all of our Christmas trees. Thank you for all you do, Jamie!

### **Andy Waugh – Owner Relations**

On behalf of the entire VRD team, we would like to nominate Andy for his help in recent weeks. We have been a bit overwhelmed with project work and as a graduate of our ORU program, Andy has stepped up to help us get through a bunch of it. Whatever we give him he is able to complete in less time that anyone could possibly expect. He also takes care of his own verbal rental contract requests by executing the contracts as well as putting the time up for rent. We are extremely grateful for how eager he is to help us out. Yea, Waughnimal!

#### **Olesia Weatherly – Sales Admin**

The Sales Center Front Desk has been short staffed for months, and as a result, we've needed help closing every week. Olesia has been a huge help, sometimes even stepping in at the last minute to make sure we have enough coverage. We really appreciate her contribution.

#### **Tom Zagorski – GL7 Engineering**

Tom consistently answers calls in an extremely timely manner, and always has a positive attitude. If follow-up is ever necessary, Tom comes down to explain things and close the loop. I want to let you know that his hard work is much appreciated and does not go unnoticed.

| November GVA Winners |

#### **Taylor Chalmers – GTL Front Desk**

The woman who greeted us was very friendly and helpful. She seemed genuinely happy in her job. She also checked us out and was just as helpful. She is a "keeper."

#### **Matt Charley – Owner Relations**

These owners came into our office to personally thank Matt for his hard work and exemplary customer service. We own eight units at GL7 and are quite confused. Matt spent the better part of an afternoon helping them to plan all of our vacations, and they ultimately spent over \$10,000 on renting additional units. With as many units as they own, it is important to help them manage their ownership, and Matt did it beautifully.

#### **Fausto Lopez – GTL Housekeeping**

Just wanted you to know that Fausto was a *terrific* help to us today. Since the elevator in Bldg. 6 wasn't working, Fausto helped us with our luggage. Thanks for all you do.

#### **Jon Paul – GTL Shuttle**

Jon, the shuttle driver, is outstanding. He's been here for years and makes a great impact on GTL guests. In particular, he engages with children exceedingly well. He makes the rides very enjoyable!

#### **Angela Perkes – Owner Relations**

I am extremely grateful for Angela's help. She was patient and very pleasant to work with. Angela was able to set up a last minute point stay for us so we can have a great time with family.

#### **Hayden van Andel – Owner Relations**

I want to let you know how much my husband and I appreciate all the kindness, assistance and great customer experience you gave us recently! We were facing the loss of our Fall 2016 week and you helped us establish three reservations. We are delighted to be able to share these reservations with a very deserving family of 4. Also, I had mentioned my desire to book our 2017 stay for Thanksgiving week. When I called in last Tuesday, I found that the week had already been booked. I thought my husband had taken care of it, but he said he deserved no credit. I later learned that you had made the reservation on our behalf. You are amazing! You are a kind person and are great at your job. Thank you.

| September GVA Winners |

**Katy Bath** (nominated by owner)

I want to recognize Katy Bath for her OUTSTANDING customer service! I booked a vacation through the Interval website last week. Later I received a call from the resort informing me that there was a mistake with the dates that were posted and there was no availability for the week I booked. I was obviously disappointed and called Interval in Breckenridge (where I own) to understand what went wrong and next steps. Lucky for me, Katy picked up and quickly told me she would investigate the issue and figure out what was going on. I received two calls back that same day updating me on the status and with some help from the Miami Corporate office, they resolved the issue within 24 hours. I get to keep my reservation for the hotel and week that I booked. I am extremely grateful, and my family and I are very excited about our vacation. I am *very* impressed with the service I was provided, the professionalism and quick turnaround in getting this resolved.

**Rachael Johnson** (2 nominations by owners)

I had recently been lucky enough to have my time share traded for a trip to Kauai. This was very exciting for us but also stressful. We wanted to go for two weeks but I have only had the time share for a short time and I am not savvy with the ins and outs. I had no idea how to get a second week and make our vacation happen. I called and was so excited when I began speaking with Rachel. She immediately made me feel comfortable and was so very polite and patient while answering all of my questions. She reviewed all of our options in great detail. She took the time to walk me through the Interval international website and was very detailed and thorough! In the end, she was able to get us our second week of vacation, shared tips on finding airline tickets and even offered to contact the resorts, as the time grew closer, to help us request ocean views at 2 separate resorts! She made our dream family vacation complete and I simply cannot express my gratitude. I am no longer stressed and can enjoy preparing for our vacation. I know I am just one customer but Rachael made me feel like her only customer!

I am a new owner of Breckenridge Grand Vacations. I banked a week with Interval, but didn't really have a clear understanding of what I needed to do to get something on the schedule. Rachael answered all of my questions. She was cheerful and patient with me. She went above and beyond expectations when she created some gift certificates for me to present to my sons since I plan to gift my vacation weeks to them this year. Managers typically hear all of the negative comments, but few people report it when positive things are happening. That's why I didn't want to miss the opportunity to let you know that

Rachael Johnson understands what true customer service is. She was a bright spot in my day.

**Virginia Marroquin** (nominated by owners)

We enjoyed our stay so much. All the staff at the resort were so gracious. We both became altitude sick and had to cut our vacation short. We ask for help in packing and loading our luggage. Virginia came to help. She went above and beyond to make sure we felt better before we left. She was so helpful and concerned. Please tell her we made it back to Texas just fine and are feeling better. She deserves special recognition and maybe a nice bonus.

**Angela Perkes** (nominated by owner)

Mark is a Club Owner. He was transferred to a manager (James Cummons) after being assisted. He wanted to commend Angela for her willingness to go above and beyond and her patience. He was frustrated at the beginning of the call. After working with Angela he is happy and excited for his vacation in Breckenridge.

**Stephanie Raymond** (nominated by owner)

Eli Yoder relayed the message that Terry wanted to nominate Stephanie for a GVA. He said she is awesome, pleasurable and knowledgeable, an asset to our team.

**Amie Zwald** (nominated by guest)

I wanted to write and say how wonderful Amy was when I called in to make a reservation for an anniversary trip my boyfriend and I are making to Breckenridge. After doing a lot of research and reading far too many reviews we really wanted to stay here as you come very highly recommended! She was a delight to speak to and gave me so much information! I sincerely appreciated the time she took to take note of our requests and also even provided information on how to set up our snowmobiling adventure! My first small taste of the Grand Lodge has been fantastic, I am counting the days until November 13th!

| August GVA Winners |

**Nick Borovich – GL7 Asst. General Manager**

We really enjoyed everything and everybody during our stay, but especially your front desk staff. Nick is amazing. We have numerous timeshares and travel all around the world, and Nick is right there on top, as far as managers go. We appreciate all his help and everything he did. He is a great guy!

**Jake Bradshaw – GTL Engineering**

Thank you for an amazing stay! I have been coming to Grand Timber for a while now and this past stay was one of the best. The staff was great, but one particular person stood out. Jake was fantastic! My son, Neil, is still talking about him! He played and joked around with the kids while he was working, which my son thought was just about the best



thing ever! But the thing that stood out was his willingness to go above and beyond for GTL guests. While I was watching my son, a woman asked Jake where the pool towels were. Not only did he inform her where they were, he went and got some for her! A small gesture, but it had a huge impact. Jake was always kind and courteous, and always had a smile on his face!

### **Kyle Brochu – GL7 Concierge**

I want to let you know how Kyle made a pleasant day into a special day for me and my family recently on a day pass. I had mentioned to Kyle at the concierge desk that it was my birthday. In about 15 minutes he had about 7 staff members organized to come out to the pool area of GL7 and sing "Happy Birthday" to me. In addition, he put together a few delicious items from the snack shop which made for a nice extra treat for my wife, daughter, and three grandkids who were there for the day to help celebrate my birthday. Thanks to your whole 'family', and especially Kyle, for making my birthday something even more special than it already was.

### **Fharron Caswell – Owner Relations**

What a huge help Fharron was in booking our two vacation weeks. We had one at Grand Lodge and one through Interval International. Fharron went above and beyond to help me find a place that would be a fun vacation for our kids. She was extremely professional - even when I was frustrated with the process. I think it is really important to recognize when people give great customer service because that is not always the norm anymore. Fharron really did a great job.

### **Rachael Johnson – Owner Relations**

I had some complicated issues concerning my timeshare weeks. I am an owner at Grand Timber and at Gold Point, plus an additional week in Austria. I have found it challenging to utilize all my time to the best advantage as my family has grown and married and have children of their own. I had scheduled a week at Gold Point that I am unable to use and had made the exchange through Interval. Due to Interval's restrictions, I was not allowed to place the week on rental. I have lost weeks in the past and was upset about the possibility of losing another. To my good fortune, I was connected with Rachael when I called to check out possibilities. Rachael was very reassuring and extremely kind from the word hello. It took time and patience and a very attentive listening ear to understand my dilemma, since I had several issues and many questions. It is rare lately to find such kindness and willingness to help when seeking assistance from people in public service in any business. I feel fortunate to get a real live person on the other end of the phone in most cases. Rachael answered all my questions, solved my problem and went the extra mile to accommodate my needs. I will now be able to spend my week next summer at Grand Timber with my children and grandchildren. This was an unexpected pleasure. It was truly a pleasure to have someone so sweet and understanding helping me with this issue.

### **Hannah Metzger – GTL Front Desk**

My husband and I have been owners for over 10 years. This summer my visit was especially memorable due to the personal attention given to me by Hannah. I arrived at Grand Timber Lodge without my family (husband and son) due to my son's health issues. Despite my family's absence, Hannah was quickly able to make me feel at home and gave personal attention to my needs. Hannah provided a level of customer service I have not experienced

at other resorts. Please share my heartfelt appreciation with Hannah and I look forward to our next visit to Grand Timber Lodge.

**Mackenzie Schaber – GTL Front Desk**

Thank you for going above and beyond for our family. We truly appreciate your kindness. May the Lord bless you. Thank you!

**Brittany Speer – Owner Relations**

Although we were booked for our 3-bedroom unit, we were in need of an additional master for our son and family who were able to join us at the last minute. I made a connection with Brit through the reservation desk and she was so incredibly helpful. She made every effort to make this possible for our family. She truly went above and beyond in every way.

| July GVA Winners |

**Kyle Brochu – GL7 Concierge**

Kyle contacted me prior to my arrival and was stupendous. I cannot say enough nice things. He made dinner recommendations and reservations; the restaurant was fantastic, catering to my food allergies, which is a huge challenge. Thank you to Kyle for going the extra step!

**Hannah Metzger – GTL Front Desk**

We are new owners who had never been to any of the Breckenridge Grand properties, taken a tour or had any real knowledge of what we'd received other than the location looked great. We were in Breck this week, staying elsewhere, but thought we'd pop by for a visit. So impressed with the friendliness of Hannah at the front desk, who gave us a suggested tour route to the amenities and the model room. We can't wait to use our week in September and many more summers ahead. We own with Marriott, Wyndham and Sheraton and have to say this is the strongest first impression I've ever had at a timeshare property.

| June GVA Winners |

**Kevan Beall, Cesiah Bolda & Madison Perez – Breck Inn**

Ms. Klein was a guest who experienced a medical emergency while staying at the Breck Inn on a tour stay. I spoke to Ms. Klein today about rescheduling the tour she was unable to attend. She sounded like such a sweetheart and she was just incredibly thankful to all the staff for helping her in her time of need. She gave a special shout out to Madison, Cesiah and Kevan. She said that Kevan was as proud of his hotel as a parent is of a brand new baby. What a nice compliment considering he's approaching his first year anniversary!

**Cesiah Bolda, Jessi Garhart, Madison Perez & Dahniah Roslan – Breck Inn**

We are checking out today after staying for three nights. I have traveled a lot over my years, both business and personal. I would rate your staff five stars for service and

friendliness. When we checked in, Cesiah was so helpful to get us a room early and help us with activities we could do in the area for our stay, including hiking trails. Jessi answered several questions and always had a smile. Your maintenance guy put blocks under my daughter's rollaway because he heard her say she wanted her head propped up. WOW! I have never had a five-star hotel do that. Madison and Dahniah answered about 68 questions from my 11-year-old over the course of our stay and always had a smile.

The staff's smiles and friendly approach 100% of the time made this stay very enjoyable. I felt like we were staying with family but with privacy. My family will absolutely be returning.

**Nick Borovich, Christina Griego & Pamela Meijer – GL7 Front Desk  
Nate McAllister – GL7 Security**

A huge shout out to Nate, the security guard! He is TOP NOTCH!! He would fit in great at the Ritz in Aspen; all the employees were just like him when we stayed there last week- so accommodating and friendly! We were not pleased with our suite at first (much smaller than we needed), so Nick, from the front desk, really set us up. A huge thank you to him for helping us. The master suite is fantastic and perfect for a family of four! Pamela from the front desk is darling and really seems to care about each guest. Christina from the front desk was also very on top of things! Every employee we had any contact with was always professional and friendly.

**Fharron Caswell (2 nominations) – Owner Relations**

I filled out the Grand Timber Lodge survey and Fharron replied to my requests within 24 hours. The visual tutorials included were extremely helpful. This assistance greatly raises my respect for Grand Timber Lodge.

I own a two bedroom and a three bedroom week and had done everything, as I was instructed, to get those weeks lined up in the new reservation system for our 2017 reservation. I called in because when I checked, that hadn't happened. Fharron took my call and did an excellent job of handling my frustration, explaining what she was going to try and do, and then calling me back after she not only got the weeks aligned, but was able to get the rooms next to each other. I have found the customer service to normally be exceptional, but Fharron went above and beyond the norm and I truly appreciate that level of service as a person who oversees a couple of businesses myself.

**Sandra Cummons & Nadia Williamson – Owner Relations**

These ladies were *awesome!* Helped me arrange the week I needed.

**Jessi Garhart – Breck Inn**

Some guests on tour told me they were very impressed with Jessi. Jami and Greg said she was extremely knowledgeable about the town and things to do, that she made an effort to be involved with the guests, and took initiative to help out without being asked. Wow! Way to go, Jessi, that is truly the BGV way! (By the way, the Fernettes are now proud new owners at Grand Lodge on Peak 7.)

**Joe Geurts – GL7 Activities**  
**Christina Griego – GL7 Front Desk**  
**Jessica Schumacher – GL7 Concierge**

WOW! What an amazing week we have had here in Breckenridge! Our family has had a rough time over the last few months with our 19-year-old daughter having emergency brain surgery. When some friends offered us a week's stay at the Grand Lodge, we jumped at the chance. What a great way to rest and make some memories with our family before Bailey heads off to college. We loved everything about the resort! Your generosity with a \$100 credit so we could experience the train was also a highlight - not to mention the beautiful flowers! Thank you to Joe, the sweet blonde lady at the concierge desk (Jessica) and the supervisor (Christina) for your kindness! I don't know how we could ever pay you back but know you have been a HUGE blessing and we will tell all our friends about the beautiful Grand Lodge!

**Debby Grosse – GL7 Front Desk**

Debby, Thank you so much for the beautiful vase of flowers for our anniversary! You are so sweet and kind. We appreciate you and all your work here at Grand Lodge.

**Sarah Laird & Jay Nguyen – Owner Relations**

I want to let you know what an *amazing* staff you have. I came to Breckenridge on an emergency trip due to my son's health. My son lives in Breckenridge. I needed lodging, and Sarah and Jay were the kindest, most compassionate and generous people I have ever encountered. Their kindness affected me so much I ended up buying a timeshare! Your staff made an unbearable situation so much more comfortable. Thank you so much.

**Shae Loomis – Owner Relations**

Shae responded to my inquiry regarding the online reservation system. Her response was courteous and thorough, above and beyond what I expected. She exhibits the positive attitude and service that I have come to appreciate from BGV employees.

**Fausto Lopez – GTL Housekeeping**

Mr. Newberg wanted to share some feedback about his experience, and how one of our employees went above his expectations to make his stay exceptional. He said that originally he was under the impression that he was getting a master unit but he was actually booked into a studio. He was not too happy about it. When he requested an extra set of sheets, Fausto went to the room and re-made the beds for him even though he didn't have to. He was very friendly and helpful, he offered extra amenities and did anything he could to make their stay more comfortable. Mr. Newberg said that Fausto went above his expectations and that he is a great example of a hardworking employee. He said that Fausto made his stay better.

**Nate McAllister (2 nominations) – GL7 Security**

Our family is staying at the Grand Lodge this week. We want to thank you for hiring an amazing employee - Nate. Many times we encountered him and every time he has gone above and beyond to make sure we have been enjoying our stay. At one point we were

sitting in the outside hot tubs, and it was raining and our robes were hanging up getting wet. Nate opened an umbrella and hung all our towels and robes up. A little while later he came back with dry robes for us! It was the nicest thing and completely unexpected! We thanked him over and over. We have been owners now for six years and we come up every weekend in the winter and utilize the day use, then spend our week in the summer there. We have never had an issue with any employee and have always enjoyed the friendliness and helpfulness of all of your employees. Thank you for creating a warm and friendly environment.

Your night-time security guard and first responder, Nate, was called when my elderly father took a fall at the resort while playing ping pong. His foot caught an edge of tile while reaching for the ball but thankfully it wasn't serious and was mended by some band aids. He's healed nicely but Nate handled the situation beautifully and with decorum and respect to ensure that not only did we have sufficient first aid materials, but were aware where to go if he needed further care. Please extend our genuine thanks to him. He did the job he was hired to do but went above and beyond in his response. He also spoke highly of the company as an employee, and that speaks volumes!

### **Jay Nguyen – Owner Relations**

I am an owner for a long time. Last week I called and had the pleasure to talk to Hong "Jay" Nguyen. Jay listened to me very patiently and took time to explain to me again and again my concern, he helped me to solve my issues, and promised to help me in the future whenever I need. He gave me his email and his days of work. He is a big asset to your company; he is a keeper and hard worker. I would like to recommend him for a high promotion.

### **Sara Paynter – GTL Front Desk**

Sara, thank you for your kindness and bringing additional joy to our time at Grand Timber Lodge. You are a special person and blessed us with your thoughtfulness!

| May GVA Winners |

### **Christina Griego**

Christina went out of her way to secure accommodations for my dog and me. She was very patient and sweet!

### **Tony Ilano**

After arguing with two big banks all morning, I got Robert Ilano on the phone, and at this point, I was a lit fuse. Robert's professional, calming manner and skills turned my day around! Exactly what you want to hear on any customer service based business. He listened, quickly calmed me and proceeded to tell me how he can rectify this problem. Best yet, he said he could make it happen quickly! After a month calling 800 numbers to change a simple address because we are moving, each call getting harder and harder, Robert has me kicked back with a beer now! Colorodans are the best. We miss you guys every year that we are away.

### **Angie Nault**

I am an owner at Grand Colorado. On March 16, I called to book a reservation for 2017. Angie was the agent who helped me. Despite the fact that I got through at just after 9 a.m., no reservation was available for the category I needed. As soon as I hung up, a Breckenridge studio became available. Knowing that I was going to be on a cruise the following week, Angie reserved it for me and left me a voice mail telling me that she had done so. She went beyond what was required of her to make this reservation for me. I would like to thank her and to recognize her service and professionalism.

### **Nadia Williamson**

We want to say thank you for providing us with a restful and fun respite stay at the Grand Timber Lodge. From our first contact with Nadia and throughout our stay, your staff was kind, thoughtful and responsive. We had the most contact with Nadia, and her genuine interest and care made us feel well cared for and at home.

### **Leslee Winter**

Leslee has always been so helpful in the contracts department. I was very happy with her help with a quit claim deed. She also talked us through how to walk it past the city and county. They even got it processed the same day, so it would reflect in my account, allowing us to reserve the exact week we wanted for next year. Leslee is the Best!

| April GVA Winners |

### **Jeanna Fickenscher – Marketing Guest Services**

I need you to know what an amazing employee and more importantly, kind and thoughtful person you have in Jeanna. My son was recently diagnosed with a serious illness and I had to unexpectedly fly from Cleveland to Breckenridge at a minute's notice with a one way ticket. I luckily came into contact with Jeanna. I became interested looking at a timeshare not knowing how often I would be coming out to Breck, and also my son who lives in Breck could benefit from some of the Peak 7 owner amenities.

Jeanna was one of the kindest individuals I have ever encountered. From being so helpful on the phone, her compassion and understanding was just so refreshing as I was dealing with a very difficult situation. She arranged for me to stay at the Breck Inn and tour Peak 8. Upon entering the room there was a lovely note from Jeanna letting me know that she was sending good thoughts and hoped for good news for my soon. She had a lovely food basket delivered with a very nice bottle of wine. It just made me cry, literally, that she took the time to hand write that note, have the basket and wine there upon my arrival. I was exhausted and it just made my day. You have a winner in her! I talked to her the next day and thanked her and she was just as wonderful. I ended up (which I really can't affordJ) buying an off season every other year week on Peak 7 due to her kindness.

### **Sharon Gordon – GTL Housekeeping**

One of our guests wanted to nominate our houseperson Sharon, and she wrote the sweetest thing to her. I want to share it with everyone, as it is an excellent example of our family commitment. "I want to let you know that I really enjoyed chatting with you when I came to use the hot tub at the Lodge. I also want to thank you for your hard work on keeping the

place so nice and clean. I hope I'll see you again this coming winter when I come back skiing. Have a wonderful summer and may God bless you!"

**Karen Hackett – GL7 Concierge**  
**Kendra Hall – GTL Concierge**  
**Sara Paynter – GTL Front Desk**

Kendra and Karen at GL7 were so kind and helpful. And Sara at GTL was amazing and made us feel so welcome. She is fun-spirited and professional, and even came to the parking garage when I got lost.

| March GVA Winners |

**Fiona Bautista - Contracts**

Great help with my contract on two timeshares. Fiona was exceptional in getting my deeds and answering my questions.

**Christine Britton – GL7 Front Desk**

We have gotten to know Christine over the last few years at Grand Lodge and I cannot say enough about her! We are so appreciative of her willingness to help us have a great stay each time.

She goes over and above and does the simple things that leave a lasting impression. She really cares about us and all the owners and strives to make everyone happy. I thought it was important to pass this on to you in recognition of her.

**Sue Carlson – GTL Concierge**

**Jim O'Connor – GTL Engineering**

We are enjoying spring break here at Grand Timber – as usual! We wanted to let you know about a few exceptional people who have served us. Our dishwasher was making a strange noise. Jim came to fix it. He found broken glass in the base of the unit, cleaned it out and ran it again. After he left, we noticed it still made a slight noise, although it was much improved. He came back, listened to it and asked if we minded him pulling it out and making a deeper repair. "It's really not bothering us," we told him. "Well, if it's no inconvenience to you – I'd really like to do it right." What a great work ethic. And then, of course, we love Sue! Enough said, we love Sue. We use day use a lot and she is Grand Timber to us! You probably are not surprised but we just wanted to tell you how great your people are.

**Fharron Caswell – Owner Support**

**Sandra Cummons – Vacation Rentals**

From an email to Rick T: I am writing to thank you for having such incredible, thoughtful people on your staff. Words cannot express how moved I was by the assistance I received from Fharron and Sandra. We have been owners at GTL and more recently at Peak 7, but

had not been able to stay at Peak 7. I am bringing my daughter, who is 15, out for a nice week together, and Fharron and Sandra made it possible for us to stay in a place my daughter has always said feels like home! What makes it so important is that next year she will be taking post-secondary classes as well as high school classes, which will make it very difficult to spend father/daughter time away. She also suffers from medical issues that make it difficult for her to participate in most sports, but she still loves to ski! She just can't make it a full day, which will be perfect for staying at Peak 7, her favorite place to ski. Rick, I hope you understand how much this means to us! Please thank Fharron and Sandra for us again and I hope we have the pleasure of meeting all of you on our trip!

### **Joseph Clark-Fulcher – Accounts Receivable Management**

### **Alex Eickelman – Owner Support**

Alex, thank you so much for your assistance. Please do bank the points with Interval International for us. We won't be in the States anytime soon but I believe Interval International may have some places here in Europe that we could visit. Being here in Europe has been super stressful and having folks like you and Joseph Clark-Fulcher go above and beyond to assist is such a benefit to us. I can't begin to tell you how grateful I am. I would love to express my gratitude to your management. They need to know what amazing people they have.

### **Sandra Cummons – Vacation Rentals**

### **Dan Stangroom – Owner Support**

My wife and I created a mess of a bonus time reservation that was very confusing due to the request of a varying sized unit, as we wanted to bring some guests with us. It looked as if it would not work out until Dan and Sandra saved our Spring Break by being good listeners and figuring out the best solution to accommodate us completely. We appreciate their efforts and exceptional customer service greatly.

### **Lori Dwyer – Sales Center Front Desk**

Lori has a great disposition in meeting/ greeting people and taking care of immediate needs.

### **Reeta Echevarria – GL7 Front Desk**

In the 7 years that we have owned, we have *never* had a person go out of her way to take better care of us than Reeta. I was injured skiing and she has consistently gone out of her way to help my family and me. Please recognize her and more importantly, KEEP her. Hopefully she will become contagious to others.

### **Rachael Johnson – Owner Support**

Rachael, you're the best! I truly appreciate your hard work to accommodate my family and me for our stay this week and to make our vacation go all that much more smoothly. I so appreciate you going the extra mile to hook us up with the last minute bonus time reservation, and then to coordinate it with our existing reservation. You made our vacation better and saved resort staff housekeeping resources at the same time.



### **Amanda Lasowecky – GL7 Concierge**

A brief note of praise for your employee Amanda Lasowecky. She is truly THE BEST! She has beyond the "normal" graciousness and hospitality, so prevalent at Grand Lodge Peak 7. She has a wonderful, helpful attitude about the guests she is working with and seems to go over and above her job description.

### **Fausto Lopez – GTL Housekeeping**

Fausto helped me and my husband throughout our stay in January, February and a week in March. He was always available to help with items in the unit that we needed or that broke. He was friendly, accommodating and quick to help us resolve any issues. We became accustomed to turning to him for our needs. He works very hard, both in building 6 and in the Lodgepole, and deserves special acknowledgement.

### **Kathleen Miller – Tour Guest Driver**

"Thank you, Kathleen, for waiting for us at the Grand Lodge." These owners were very impressed with Kathleen. They were amazed that she had waited, as they took their time getting to the shuttle because they didn't realize she was there when they called, so they waited about 10 minutes to go outside, but she was there waiting!

### **Eric Olson – Accounts Receivable Management**

I would like to compliment Eric Olson for our phone conversation. He was highly informative, professional and helpful with questions we had as long term owners. I was able to get hold of HOA, etc. and take care of other aspects also. He took the time in a nice manner, not appearing rushed. He is a very strong PR asset to your team!

### **Andy Waugh – Owner Support**

Andy kept my information on file and when the Interval reservation came through, after I had to call Interval, he followed up with a phone call to tell me that everything was set. It put me so at ease, that when he said he was watching and waiting, he really was. It was so nice of him to do a courtesy call. Outstanding customer service. Thank you!

### **Leslee Winter - Contracts**

To the woman who assisted me a few minutes ago regarding the attached Quit Claim Deed and the additional questions I had pertaining to my week and the process for adding my new wife's name – Thank you! Another example of excellent customer service being provided by Team GTL!

| February GVA Winners |

### **Iris Bradford – Owner Support**

### **Justin Epchook – Interval International Liaison**

My husband and I are owners at Grand Timber and Grand Lodge. I want to let you know about the wonderful help I received from your staff. Iris helped us secure a trade so we will be able to come to ski during spring break. We are thrilled! I don't think this would have happened without Iris going the extra mile to help us. She's a joy to work with, and made me feel confident that she would follow through on items that were not yet settled. Justin has helped me through email with some issues on the owners' portal. He took care of it quickly, which we very much appreciate. Working with Iris and Justin has added to our good impression of BGV.

#### **Rebecca Doster – GL7 Activities**

My husband and I stayed in a one bedroom timeshare unit. We were on the second floor of the main building and it was perfect. Everyone working there was so helpful, kind and professional. Special thanks to Rebecca for assisting us in scheduling activities, such as snowmobiling and dogsledding. We would highly recommend this Lodge.

#### **Karen Hackett – GL7 Concierge**

We have been owners at Grand Lodge for six years. When we check in at the concierge desk and see Karen's warm smile, it makes us feel like we are home. She always goes out of her way to ensure we have everything we need and she is never bothered if we have a question or favor to ask. She is one of the reasons we have recommended ownership at Grand Lodge to many friends and family. We hope she remains a part of the GL7 family for many more years to come.

#### **Karen Hackett – GL7 Concierge**

#### **Amanda Lasowecky – GL7 Concierge**

Karen and Amanda go above and beyond their required duties to provide the best service to us and many other guests we have talked to. We had a number of issues with our room this visit, and without these two remarkable ladies, our stay could have become miserable.

#### **Matt Howard – GTL Engineering**

#### **Jim O'Connor – GTL Engineering**

My rental car had two flat tires! Jim and Matt were an enormous help. Not only did they promptly retrieve a compressor pump and reinflate my tires so I could get them patched, they also looked them over and pointed out to me where they were punctured. They were friendly and helpful and would not accept the gladly offered gratuity. Excellent job, guys!

#### **Heidi Hughes – GTL Front Desk**

Great customer service from Heidi at the front desk!

#### **Kenny Jeffery – Interval International Liaison**

I want to compliment Kenny for being such a great help to me. He went the extra mile to help me get vacation plans made. I am an owner at Grand Timber and Gold Point. This is the first time I have worked with points and Kenny was very helpful, polite and had lots of

patience in working to get the reservations I wanted. It is so refreshing to get such a kind and helpful person on the other end of the line.

### **Eric Olson – Accounts Receivable Management**

I was so impressed by Eric's customer service. I recently got a VISA gift card for a bonus at work and wanted to pay my HOA dues with it. Even though it was denied a couple of times on the accounting software, Eric found the only manual credit card machine Grand Lodge had and processed the payment for us. He really went above and beyond to help us out!

### **Madison Perez – Breck Inn Front Desk**

My sister and I were stranded in your area on January 30 when they closed the highway. We could not find a room and your inn (BI) was also full. Madison was working at the front desk that night and after trying to figure out what to do, she found us two beds at the Hostel in Silverthorne. We sure appreciated her effort and wanted you to know what a good staff member she is.

### **Heidi Ragan – Refresh Spa**

You may not remember your random act of kindness, but I sure do! Thank you for your gift of spa treatments during my stay with my three daughters at the Grand Timber over Christmas. We have reached the one year anniversary of the death of my children's father. I reflected on people, places and things that assisted us through our grief journey. Your face behind the spa desk was etched in my mind when you said, "Can I do something just for you and offer you a massage?" You will never know the gift you gave was far reaching for eternity and not just an earthly gift. May God bless you always.

| January GVA Winners |

### **Alex Eickelman – Owner Support**

I greatly appreciate Alex's service. He is a shining star that you need to hold onto!

### **Joel Fraley – GL7 Front Desk & Joanni Linton – GL7 Assistant General Manager**

I would like to extend my appreciation of the staff at Grand Lodge. I had a rather horrible day to start my trip to Breckenridge with my wife, her sister and husband. I was at the point of turning around, going home and writing off the whole weekend. Upon arriving I was greeted by Mr. Joel Fraley and Mrs. Joanni Linton. Their welcoming attitude, desire to change our experience and obvious wish to make us feel at home has turned the whole day around and already made this a great trip. Thank you for having a wonderful staff on hand.

### **Andrea Goetz – Owner Support**

Andrea in Owner Relations has helped me on two separate occasions when booking our family vacations, most recently December 2015. I explained we were having company from Texas who had never had a winter vacation in the snow. I no longer ski due to a back injury so I did not know the specifics anymore about setting up our trip. Andrea helped me

set up everything. We had the most wonderful trip thanks to her. We went on the sleigh dinner ride (that was a lot of fun); the kids and adults all went skiing, half of which required lessons. Andrea helped me set up our group's ski equipment, and she even set us up in an upper room with a view, and cheerfully answered any question I could ask. She even gave me good restaurants to visit. Give this woman a promotion; she is a jewel! She did the job of 2-3 people. As they say good help is hard to find and you all found it!

### **Karen Hackett – GL7 In House Marketing**

It's been five years since we purchased. We had been coming to BGV resorts for several years by swapping in, and finally purchased. I want to express my sincere appreciation for Karen Hackett. She has made all the difference in our love of the resort. We have gotten to know her and she always goes out of her way to serve us. Her staff operates the same way and this is a testimony to her leadership. I have seen her deal with difficult people and send them off with a smile and a solution. She works hard and loves her job, always has great things to say about BGV. I just want you to know, as she clearly makes a difference in the lives of the owners.

### **Brittany Holloman – Marketing Guest Services**

I called Breckenridge Grand Vacations on Jan. 5, only to be greeted with a voice message that states the internet was down and affecting phone service. I called back a couple times and finally left a message with little hope that someone would call me back. I was wrong. I soon received a call from Brittany Holloman. I was very impressed with her impeccable customer service skills. I am very particular with where I stay when I travel and she was very patient and informative, just excellent service. I was moved by how she took care of me as a customer and wanted to make sure you know.

### **Heidi Hughes – GTL Front Desk**

Heidi checked us in when we arrived, so we had only a short bit of time with her, but she was super amazing. Very personable and competent. Heidi provided us with great info and was super accommodating on getting us an early check-in as well as late check out. Thank you, Heidi!

### **Andy Lovinggood – GTL Engineering &**

### **Rick Marchiori – GTL Engineering**

Gary and I want to say how appreciative we are for the help we received from your two engineers yesterday morning. They went above and beyond to help us solve the problem of both a dead battery and an activated security system in our "vintage" Jeep Cherokee. Unfortunately we did not get their names but we hope you can find out who they were and pass on our thanks.

### **Keath Masick – GL7 Engineering**

We had reserved Theatre 4 to watch the college football national championship game. When we got there the satellite feed was not working. Keath quickly came and did everything he could to help. It ended up being a DirecTV issue, and we were unable to get the game on the TV. Keath was very courteous, professional and apologetic, even though the problem

was clearly not his fault. He asked if there was anything he could do to make it up to us, including offering us a bottle of wine (we are beer drinkers, but appreciated the gesture). You could tell he cared about fixing the problem and was clearly frustrated when it wasn't working. I know if there was a way to do it, he would have figured it out.

### **Jon Paul – GTL Shuttle (2 nominations)**

Thank you very much for the fantastic first time in Breck. My wife and I had an absolute blast! Can't wait to return. All the staff was incredible – and one specific team member continually impressed. Your shuttle driver, Jon Paul, was the most professional, kind and extremely funny GTL employee we had the pleasure to meet. Jon did an excellent job getting us everywhere on time and well informed. Please pass our deepest gratitude and thanks to Jon for his exemplary service.

(Nominated by guest on TripAdvisor): Very funny, super personable. He is the man. Jon went way over the top on recommendations for restaurants. He was always very accurate with his projected times and got us where we needed to go quickly and safely! One day he even went out of his way to bring in his own personal sleds (on his day off!) so my wife and I could go over to Carter Park and enjoy some "fun-lil-kid" time when we were pooped from skiing. Jon, thank you for your great service and kind heart (loved the conversations too)!

### **Michael Philipson – GTL Front Desk**

This guy is awesome. If you plan to stay here, make sure you ask for Michael P! He is extremely knowledgeable, pretty funny, super helpful, and definitely has the guest's best interest at heart. Michael helped me book this trip with ease, recommended great activities for my wife and me, and hooked us up with nice places to eat on our visit. The day we checked in, he came out to greet us (he was on crutches... what a good guy). I mentioned I didn't bring any goggles and he let us borrow his. *Incredible!!!*

### **Rick Tramontana – Owner Relations**

Rick has gone above and beyond in helping us secure a week at the Grand Lodge for an II exchange. We had to bank a week two years ago due to emergency surgery. We were afraid our week was going to expire before we were able to use it and Rick helped to get the week sorted out. We are forever grateful for his relentless efforts on our behalf. He surely rates the "Grand" in Grand Vacations!

### **Leslee Winter - Contracts**

I called this afternoon with an owner referral question, and Leslee went above and beyond to find out the answer and called me back with additional details. She was very professional and helpful. Thank you, Leslee, for your assistance.

| December GVA Winners |

### **Andrew Berger - Owner Relations:**

Tim, a spring/fall owner, had booked his 2 bedroom as a studio followed by master for consecutive weeks. Tim called because during his second week, the mountain will be closed, so he was hoping to get a Winter week. Andrew found some availability at both

Breckenridge and Vail/Beaver Creek, but when he learned that Tim had a Summit Value ski pass, which won't work at Vail/BC, he focused on Breckenridge. Based on limited availability, Andrew advised Tim to book a week via exchange to fall consecutive with his owner week. Tim did so and was thrilled to have consecutive weeks at his home resort and be able to use his ski pass. Tim was very appreciative because there were a lot of options which he couldn't figure out on his own, and Andrew helped him pick the best one. Tim was also grateful for Andrew's knowledge of the mountains in the area to help him plan. Andrew demonstrated a commitment to delivering exactly what the owner wanted and was creative in doing so.

**Cesiah Bolda - Breck Inn:**

We cannot say enough about Cesiah's professionalism, friendliness and pure talent in customer service. She is a shining star and you should be very proud to have her on your team. I have been an executive for over three decades, and Cesiah is what I look for in all of my top assistants. She is thoughtful, has excellent awareness, radiates joy and enthusiasm, and obviously has a very high level of expertise in her position. I believe you have something special in her, and want you to know how much she positively impacted our stay. She had excellent answers to our questions, was prompt with requests, and always seemed to go above and beyond what her role should be. If I was not retiring soon, she would be on the top of my list to join my international team. Cesiah is a true gem, and you should celebrate her exquisite personality, and give her bigger and bigger roles. She'll most certainly exceed your expectations.

**Jason Bretz - GL7 General Manager**  
**Stephanie Bristley - GL7 Guest Services**  
**Karen Hackett - GL7 Concierge**  
**Kendra Hall - GL7 Concierge**  
**& Syllas Stansfield - GL7 Front Desk:**

Thank you to these folks for making our stays enjoyable - that is why we come up every chance we get. Especially enjoyed the nice chat with Jason, the great GM at Grand Lodge.

**Sandra Cummons - Owner Relations (2 nominations):**

I must give a *huge thank you* to Sandra. GrandGirl's birthday wish (Dec. 25th birthday) was to go to Breck for something different than lunch and a movie to celebrate. Sandra came through with a fabulous room for the night; we all enjoyed lots of pool and hot tub time in the beautiful setting at Grand Lodge. We were able to take the little dogs, and enjoyed lots of smiles and laughter! I'm glad to be an owner at Grand Lodge on Peak 7 and sincerely appreciate the efforts of your staff. They even had a birthday gift and card waiting in our room!

Sandra consistently exhausts all resources to ensure that each GTL visit results in the ultimate vacation experience. Ms. Lehan is well versed in all GTL and Interval offerings and because of her advice, instruction and professionalism I have become an unabashed ambassador for the Grand Timber Lodge brand. She reviewed my account and taught me how to maximize my timeshare ownership. Prior to her guidance, I had not used my timeshare for eight years. The hour I spent with Ms. Lehan completely transformed my life and I have learned to build get-a-ways and vacation into my monthly and annual routines. This is amazing considering I did not take a vacation for 14 years prior to meeting Ms. Lehan. What's staggering to me is how the efforts of one person can truly make a

difference in transforming the quality of life for me and others. In November I contacted Sandra to book my 2016 return to GTL. Once again, she demonstrated her deep commitment to ensure all of my schedule needs and requests were fulfilled. She will forever be my GTL "go to" person for all GTL transactions. She is the GTL brand!

**Christina Griego - GL7 Front Desk:**

Christina went above and beyond her duties by taking time and energy to help my family with our reservation. I was very impressed with her dedication to Grand Lodge and representing the company in such a professional manner. We have been owners for 5 years and truly appreciate the help she provided to make our stay a great vacation.

**Debby Grosse - GL7 Front Desk:**

Thank you very much for everything you did for me earlier today! From calling your dentist to finding me another dentist willing to go into his office on Christmas Eve, taking me to the ATM, driving me to the dentist, and even offering to bring me back to the Lodge. It seems as if you really want to help your guests, not just because they are guests but because they are people that need your help. You are not only a great ambassador for the Grand Lodge, you are truly a good person.

**Krista Morgan - Accounts Receivable Management:**

Krista, you walk on water - I love you! This is just another example of why we LOVE, LOVE Breck Grand Vacations and our ownership! We just aren't a number; we feel like our ownership is valued, evidenced by the exemplary customer service you demonstrated today. You have no idea what this meant to me today to receive your email! My husband will be over-joyed as well. Thank you so very much.

**Brittany Speer - Owner Relations:**

Brit spent almost an hour helping me with my 2015 owner week. Only one day was rented, and she was able to redirect the rental for the night so I could deposit my week with Interval International and not lose it. She also called I.I. to make sure they would accept the deposit because it was less than 14 days. Brit then took the time to explain all of my options for 2016 and how I.I. works versus the BGV point system. I started the called very frustrated with my timeshare, and over the hour with Brit she gave me the excitement of ownership back.

**Christine Witzke - Contracts:**

What adjectives can I use to describe *every* interaction I have had with Christine over the last several weeks? From our first introduction to today, to the ongoing relationship I know I will count on with my ownership at GTL, Christine has been helpful, empathetic, informative, truthful, accurate, professional, friendly, efficient, gracious, patient, kind, courteous, knowledgeable, sincere, generous. She exceeded my expectations to facilitate my GTL ownership changes. She should be highly valued as an employee - for she is indeed highly valued by me, as part of the BGV family.

**Fharron Caswell:**

We have been owners at Grand Timber Lodge for over ten years and recently bought at the Grand Colorado on Peak 8. Every year, we reserve our week at GTL between Thanksgiving and Christmas. Our week is scheduled to start on Sunday, however my wife and I wanted to come up two days earlier. Fharron answered my call and I explained what we would like to do. Her professionalism, courteous demeanor and persistence were always a 10 when we spoke. Always "Mr. Robel" not even after I let her know she could call me Eric. She had a studio available for both Friday and Saturday, however, we really desired a 1 bedroom. Fharron made sure that I had her direct number so I would get her every time I called. Anyway, she would call me back within 10 minutes every time and was always so helpful even after I changed my mind 2 or 3 times. She tried numerous times to get us in the 1 bedroom, and said she would call if she could "juggle things around" to make it work. In this world where incompetence is becoming the norm, it's a breath of fresh air to get the kind of service Fharron gave me. I want to give credit where credit is due for outstanding customer service we've come to expect at GTL and look forward to more of the same at the Grand Colorado.

**Rebecca Doster:**

My husband, son and I went on the snowshoe hike with Rebecca as our guide. From the beginning, she was warm, friendly, and everything we would have wanted in a guide! She treated everyone with respect by asking us if we'd like to stop and visit (knowing we were just needing some air). She educated us along the trail about nature, edible berries and their health benefits, history of the area and medicinal benefits of aspen trees. She was so natural, relaxed, and funny! At the end of the hike, she gave us the option to continue on by ourselves or go back to the Lodge. We continued on, then when we arrived at the lodge, she saw us and asked how our hike was - still engaging us with such enthusiasm and interest. We had the nicest time with Rebecca and felt like she started out as our guide and ended up as our family! She was a wonderful representative of BGV and we look forward to seeing her again and going on other adventures with her!

**Cheryl Holland:**

Cheryl was awesome! She went out of her way to move one bonus day forward. She was creative and worked with Reservations the day prior to arrival and was able to get it done, She is so customer oriented, it is a breath of fresh air to get a front desk personality who truly wants to help when the request is difficult. From my perspective, she deserves positive feedback for her customer service attitude.

**Tricia Houstrup:**

Tricia, you are so sweet. Please let me know how I can say thank you or who I can email to tell them how helpful you have been. I work in the Events industry and manage a team of 13 doing about 100 events around the country and 7,600 events at our headquarter in DC. You have been by far way more helpful, patient and gracious than most people I work with on a regular basis. Thank you again for everything and we can't wait to be there in a little over a week.

**Rachael Johnson:**



Rachael assisted me in August. I was feeling overwhelmed with the process of booking and understanding the process for utilizing my newly purchased time share. I was absolutely pleasantly shocked and amazed at the level of customer service I received. Rachael spent at least 45 minutes walking me through the entire process. She was pleasant, patient and thorough with her explanations. She even took the time to walk me through the entire website! I am an operations manager for a Radiology company and I am responsible for our customer service. I am amazed at the level of customer service she provided.

**Matt Kreston:**

I have never dealt with anyone in a customer service position who went so far above and beyond to help solve an issue that I desperately needed resolved. Matt went after it immediately, took care of it, and there was no "call you later" or any run-around. He was courteous and really gave the issue his attention and solved my problem...all in the same day.

| October GVA Winners |

**Kevan Beall:**

Your employee, Kevan, was outstanding and distinguished himself by providing my wife and me noteworthy service. In a 34-year career traveling globally and domestically 250+ nights a year, I can count just a few times where I received first-rate service. Kevan's service was notable because of his professional, friendly and caring manner. As we spoke to Kevan, two other guests appeared at the front desk to thank Kevan for the service they received. Kevan appeared humbled by all our praise. As a manager, I'd be very proud to have Kevan as my face to the public as I believe he is the example we strive for in any service organization.

**James Cummons:**

James is best in Customer Relations and tries to help us in every way he can.

**Brandon Filkins, Christina Griego, Karen Hackett, & Scott Wilson:**

I want to commend these staff members, each of whom went above and beyond to help me during my week's stay. I am most grateful for their kind consideration.

**Debby Grosse:**

Debby met us with a Happy Anniversary card and bubbles! She has always been very pleasant, professional and wonderful to work with and a wonderful asset to the Grand Lodge. We love this lady. She never fails to greet us when we are there and take care of us. She makes us feel like family!

**Robert Ilano:**

What an amazing employee you have in Robert Ilano! On a number of occasions Robert has assisted my husband and me with our two timeshares at Grand Lodge. He has gone above and beyond for us each and every time we have needed anything. He truly is an asset to the organization and should be valued as one! His knowledge and professionalism have

been greatly appreciated. Words just do not speak the gratitude we have for him! I am Director of Operations for a Member Service Call Center in Denver and Phoenix and I would love to have a center full of employees like Robert. I have talked to my Management staff about my experiences dealing with Robert several times. I felt it was important to let you know how awesome he is as well!

**Jolene Scott:**

Please let Jolene know how helpful she was in the ability to exchange through Interval – and the excitement in the process of your new building. We love our studio!

**Dan Stangroom:**

I called Owner Services for help finding the nearest place that I could order and have balloons delivered to Grand Lodge for our stay on Saturday. We were bringing our daughter and a few of her friends up to celebrate her 9th birthday! Dan was so kind to offer to take care of the balloons, as well as said he would write a Happy Birthday note and leave a gift basket in the unit for her. What a moment it was for her to walk in with her little friends and have such a special surprise waiting for her! Thank you so much to Dan who went above and beyond for us, and made our daughter's day!

| September GVA Winners |

**Nick Borovich, Iris Bradford, Rachael Johnson, & Senna Smith:**

Your reservation folks are always extremely helpful and friendly. I've called several times in the last week, and all four of the individuals noted above were exceptionally helpful every time I called. I was trying to reserve bonus time for dates which were not readily available. They explored a variety of options for me, and even called me back a couple of times. They all truly went above and beyond expectations for customer service. It is always a pleasure speaking with your people. Please thank all of them for me.

**Karen Hackett, Kendra Hall, Monica Korol, Jessica Schumacher, & Scott Wilson:**

I have been an owner for several years. I feel like GL7 is my home away from home. The people listed are like family to me. I appreciate every one of them, and think they should all be recognized. I don't come up there (from Colorado Springs) enough in the summer, but in a few weeks, the next winter season starts, and I look forward to seeing them again. I hope they are all still employees when I make my way back up the hill.

**Tricia Houstrup:**

Tricia helped me out tremendously. There was a mistake with my reservation and I was very frustrated. Speaking with Tricia more than made up for the mistake. She corrected my reservation and even put a gift basket in our room for my wife's birthday. Tricia is an asset to your company and because of this ownership my life has truly improved!

**Shae Loomis (2 nominations):**

(1) After I bought my Peak 8 timeshare and I got home, I was feeling uneasy about it. I started looking through the packet the salesman gave me and it all seemed so

complicated. I sat in my living room crying because I was sure I had made a huge mistake and I prayed for a sign that I'd done the right thing. The next day, I got a call from Shea. SHE was calling ME to welcome me to the "family" (wow) and see if she could help me. I recognized her as an answer to my prayers and, being overwhelmed, spilled my guts. She listened patiently and when I was done she took a minute to make sure that I didn't feel silly for being so upset or nervous. Shae told me that it was OK to be a bit confused, that was why she called and she spent half an hour answering my questions and calming my fears. I've never in my life had such amazing and PROACTIVE customer service and I am now convinced that I've made one of the best decisions of my life. If all your employees are as wonderful as her, I can't wait for our first vacation.

(2) Shae has been an exceptional help in assisting with bonus time accommodations. I have worked with her several times and appreciate her outstanding customer service! Shae is extremely friendly, professional, and knowledgeable and has gone out of her way to help make our getaways special. She exhibits a high level of integrity and adds great value to the experiences I've had with booking time. My family and I appreciate you, Shae!