

# OCTOBER NEWSLETTER

OCTOBER  
ANNIVERSARIES

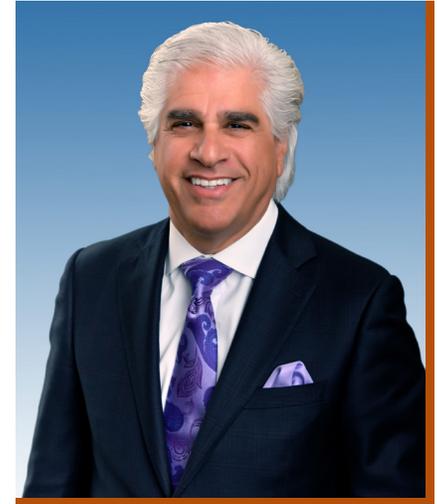
10/24 Samantha R. 1 Year

Dear Team,

As we approach this fall season it is traditionally filled with festive events however, this year we seemed to be lost in the turmoil of dealing with the effects of this global pandemic. It really is not loss as it is still with us in our hearts and souls. It is up to each of us to reach within ourselves and make you and your families not lose the spirit that is within us. I encourage you to stay the course of following all the CDC guidelines to keep you and your families in good health. Encourage your families to not lose focus on what is important - family, health, safety, faith, and hope.

Keep in mind that as we move forward and see the State of Florida opening for business, it will be important to take pride in whatever we deliver to our guests. Our guests today have many choices and it will truly be those hotels that deliver beyond the guests expectations that will succeed. Our company has always been a leader in the marketplace and viewed as a fierce competitor. Let us not lose that reputation and the desire to achieve.

God Bless and Good Health To All  
**Marco A. Manzie CHA, CAM**



Estimados miembros del equipo,

A medida que nos acercamos a la temporada de otoño, tradicionalmente está lleno de eventos festivos, sin embargo, este año parecemos estar perdidos en la agitación de lidiar con los efectos de esta pandemia global.

Pero realmente no es pérdida, todavía, está con nosotros en nuestros corazones y almas. Depende de cada uno de nosotros mismos de hacer que nuestras familias no pierdan el espíritu que hay dentro de nosotros.

Los animo a seguir las indicaciones y las pautas del CDC para mantenerlos a usted y a sus familias en buen estado de salud. Anime a sus familias a no perder el enfoque en lo que es importante: la familia, la salud, la seguridad, la fe y la esperanza. Tenga en cuenta que a medida que avanzamos y vemos el estado de Florida abriéndose para los negocios, es importante enorgullecerse de lo que entregamos a nuestros huéspedes. Nuestro huésped de hoy tiene muchas opciones, y es realmente aquellos hoteles que entregan más allá de las expectativas de los huéspedes que tendrán éxito.

Nuestra empresa siempre ha sido líder en el mercado y ha sido vista como un feroz competidor. No perdamos esa reputación y el deseo de lograrlo.

Dios los bendiga y buena salud para todos  
**Marco A. Manzie CHA, CAM**

Che Manm Ekip,

Kom nou ap apwoche sezon eve sa, tradisyonelman plen ak evenman festival sepandan, ane sa a nap fe fas ak yon pandemik mondyal. Men, li pa vreman pedi li se toujou avek nou nan ke nou ak nanm nou. Se jiska nou chak rive jwenn andedan tet nou epi fe nou menm ak fanmi nou pa pedi lespwa a ki andedan nou. Mwen ankouraje nou rete ap swiv tout direktyon CDC yo kenbe ou ak fanmi ou nan bon sante. Ankouraje fanmi ou pou yo pa pedi konsantre sou sa ki enpotan - fanmi, sante, sekirite, lafwa, ak Lespwa.

Kenbe nan tet ou ke pandan nou ap avanse pou pi devan epi we Eta a nan Florid ouveti pou biznis, li pral enpotan yo pran fyete nan kelkeswa sa nou delivre nan envite nou yo. Envite nou jodia gen anpil chwa e li ap vreman otel sa yo ki delivre pi lwen pase tann envite yo ki pral reyisi. Konpayi nou an te toujou yon lide nan mache a ak we kom yon kompetite fewos. Annou pa pedi repitasyon sa a ak dezi pou nou reyalize.

Bondye beni ak sante bon pou tout moun  
**Marco A. Manzie CHA, CAM**



## Tripadvisor is Important – A Focused Team leads to Happy Hearted Guests & Great Reviews

Our guests look to Tripadvisor to plan their travel. We had our first Leaders Zoom call and identified Team Members throughout the properties to be part of our Team Ambassadors. These are some of the team most noted on Tripadvisor comments. Integrity in our practices is a key pillar and requirement of the guidelines for engaging our guests. Engage each guest, personalize their experiences to create a WOW response. Introduce yourself, give the guest a Tripadvisor card, invite to recognize us and thank the guest for choosing our property.

### Thank you Ambassadors for standing out!

- **Avanti International** – Benita Parker, Jeffrey Martinez, and Maria Pereira
- **Avanti Palms** – Toni Pellegrino, Elijah Duhaney, and Tearra Carder
- **Floridays** – Christina Estrada and Anasis Best
- **The Point** – Rachel Haig, Jennifer Kelly, and Tim Reidy
- **The Grove** – Mike Driscoll, Kailey Palmer, and David Goga

### How and where can we engage our guests?

- Poolside
- Checking In and Checking Out
- Shuttle Stop
- Using the Guest's Name
- Starting Conversations
- Asking Happy Hearted Guests

Use the **H.E.A.R.T. Model** in positive and challenging interactions. Our goal is to get a WOW response from each guest while they are still with us and encourage them to recognize us before checking out. There is a higher chance to get their feedback before heading back home.

- Hear the Guest
- Empathize with the guest
- Apologize to the guest
- Recover from the opportunity
- Thank the guest for their feedback.

### Special Recognition

Congratulations to Floridays and The Grove for being named Tripadvisor's Best of the Best for 2020.

### Know our GOALS!

There is a great chance we will achieve a goal when we know where we are and where we are GOING! Check your property's goal on their page below.



## Earn a \$300 Reward While You Stay Healthy at Home

FL Blue wants to help lessen the burden so they have created a new opportunity for you to earn a \$300 reward that can be used toward some medical services, including copays and coinsurance for doctor visits. All you need is five minutes and access to your floridablue.com member account.

Watch a three-minute video featuring senior medical director Dr. Kelli Tice Wells who shares safety tips to follow during the corona-virus crisis.

Follow these three simple steps to earn your \$300 reward:

1. Log in or create a member account on floridablue.com
2. Click on Learn How, located within the white message box in the middle of the page.
3. On the next page that appears, click on the video to watch Dr. Kelli Tice Wells share tips on how you can stay safe during the corona-virus pandemic. That is all you have to do! The website will capture your video view which ensures you get your reward.



### Getting Your Reward

Once you have watched the video, **FL Blue will mail a \$300 prepaid MasterCard® that you can use to help pay for medical services**, including copays and coinsurance for doctor visits for you and covered family members. It can also be used for medical goods and services from the categories shown below. You will receive your gift card within eight weeks of receiving your confirmation email.

# THE GROVE RESORT & WATER PARK ORLANDO



January 2020: #99

Current #94

Team Goal: #90



August Summit Award Winner - Kim R. from Security

Thank you for going above and beyond when demonstrating Guest Safety during recent events!



Congratulations for obtaining the SafeHotel CovidClean Hotel Certification.

This certification assures guests we are committed, ready, and safe to do business.



Celebrating Team Appreciation Week

Thank you for your dedication, it is greatly appreciated!

### Leader's Shout Outs

We would like to recognize these leaders for being the example of Great Teamwork and Leadership. Their colleagues unanimously expressed appreciation for their willingness to work side by side with them everyday and support of others. Farrah's team got many 5-Star Tripadvisor reviews.



Farrah



Lauren



Raymond

### OCTOBER BIRTHDAYS

10/2	Megan M.	F&B
10/3	Minnie D.	SPA
10/3	Gerry N.	SEC
10/4	Brookelyn B.	REC
10/6	Ricardo M.	FD
10/6	Alyssa R.	F&B
10/8	Eddie V.	F&B
10/9	Theresa R.	F&B
10/12	Lauren P.	RES
10/15	Rosa V.	OWN
10/15	Kim R.	SEC
10/20	Kelcey M.	REC
10/21	Azael O.	ENG
10/23	Johanna S.	HSKPG
10/24	Kayla T.	RES
10/25	Yanira P.	FD
10/26	Ivelisse E.	REC
10/27	Jairo R.	HSKPG
10/29	Stanley D.	RES
10/30	Marilyn H.	F&B
10/30	Adianez G.	F&B

### OCTOBER ANNIVERSARIES

10/14	Jeffre M.	6 Years
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A Few Team Member September Birthday Celebrations!



THE GROVE  
RESORT & WATER PARK  
ORLANDO

# AVANTI PALMS RESORT AND CONFERENCE CENTER



January 2020: #204

Current #188

Team Goal: #185



## August Summit Award Winner - Guerline M.

Monde is diligent, quick and does not wait for her manager to assign a task instead she takes ownership of her area.



We would like to thank Toni Pellegrino for her support and quick respond to convert a negative feedback into an opportunity to re-engage the guest and increase their satisfaction. Her upbeat personality steers the conversation towards a positive outcome. Thank you!!

## OCTOBER BIRTHDAYS

10/1	John V.	FD
10/2	Wilda L.	F&B
10/3	Mayelin E.	HSKPG
10/9	Stephen F.	F&B
10/17	Guerdie S.	HSKPG
10/22	Cesar L.	F&B
10/25	Millie L.	ENG

## OCTOBER ANNIVERSARIES

10/2	Millie L.	1 Year
10/11	Stephen F.	3 Years
10/17	Raymond S.	4 Years
10/17	Nila C.	4 Years
10/24	Marie P.	1 Year

We would like to recognize the following Team Members for their dedication, understanding, and compassion during these difficult times of Covid-19. They have taken on new assignments in various areas within our PHM family.



Belkys Barney has graciously stepped into the Housekeeping Supervisor role here at the Avanti Palm's Resort. She has made tremendous strides in assisting our frontline staff.



Katie Owen has also graciously stepped into the Guest Service Agent Role. She enjoys welcoming our guest to ensure they have a pleasant experience



## Celebrating Team Appreciation Week

It was amazing to see how much fun we had during our Team Member Appreciation Week, we shared delicious food, laughed, and most importantly came together as a team to make this event possible.



# AVANTI INTERNATIONAL RESORT



January 2020: #147

Current #132

**Team Goal: #129**



### Tripadvisor Champion

Franklin Franco - Front Desk Manager has received great reviews from guest about his exceptional service. Franklin personally finds the best way to interact with Guest is to hand each guest a TA Card. Wonderful Job Franklin!



### Summit Award Winner

Daniel Ruiz from Engineering

## OCTOBER BIRTHDAYS

10/15	Joyce S.
10/17	Yoli R.
10/17	Raymond L.
10/28	Adlyn B.
10/29	Narcy M.

## OCTOBER ANNIVERSARIES

10/8	Jeylyn P.	2 Years
10/17	Yoli R.	4 Years



### Team Member Appreciation Week

Last week we celebrated our Team Members, thanking them for always exceeding our expectations. Our Managers volunteered to serve during our Ice Cream Social, also they served at our Monday Breakfast and even volunteer to washing Team Members cars. We truly are grateful for each one of you and all your hard work!

### Let's Wear Pink

Join us in October for our Wear Pink Event. Team Members will be able to wear pink for Breast Cancer Awareness Month. Get with your Human Resource Manager to know what days your work location will be dressing in pink.

Shirts and Pants must be work appropriate. No T-Shirts, Tank Tops, Halter Tops, Leggings, or Hats)



**AVANTI**  
INTERNATIONAL

RESORT

# FLORIDAYS RESORT ORLANDO



January 2020: #7  
Current #15  
**Team Goal: #10**

## Tripadvisor Hero Anthony Polite - Pool Attendant

How do you prepare yourself to go out and perform like a rock star on Tripadvisor?  
"When I arrive for my shift, I try to observe the guests. During my walks, I ask them how they are doing, and how are they enjoying their experience with us. I like to approach guests after they have had a chance to get settled in, by giving them some room/space to enjoy their time with us. When I see them again later-on at the bar, I ask them again how they are enjoying their experience? That is when I leave them a trip advisor card and ask them if they wouldn't mind filling out a review while they are staying with us, and if there is anything I can do for them. Some of them are repeat guests and love returning to the resort."



What are some of the reasons guest keep coming back to Floridays?  
"It's near the parks, conveniently located between Universal & Disney, the kids love our pool area."

## OCTOBER BIRTHDAYS

10/2	Christina E.	FD
10/4	Michael D.	ENG
10/5	Yohanes T.	FD
10/11	Yanet V.	HSKP
10/16	Josh C.	ENG
10/22	Juan T.	HSKP
10/26	Maria C.	HSKP
10/29	Freddie O.	ENG
10/29	Heidi B.	HSKP
10/30	Fany M.	HSKP
10/31	Sugely D.	HSKP

## OCTOBER ANNIVERSARIES

10/8	Lida B.	1 Year
10/17	Reinimar S.	1 Year
10/21	Cedric P.	1 Year
10/21	Luis L.	7 Years
10/24	Yesenia R.	1 Year
10/24	Samantha R.	1 Year
10/27	Manouce C.	6 Years



Congratulations to Floridays Resort Team for obtaining the Safehotel CovidClean Hotel Certification.

This certification assures guests we are committed, ready, and safe to do business.

## The Floridays Resort Welcomes

- 20 New Hires to the Paramount Hospitality Family.
- We celebrated September Birthdays & TM Appreciation Week
- We received our Safe Hotel CovidClean certification.



Summit Award Winner -  
**Luis Lorenzana**



Team Member Appreciation Week



# THE POINT HOTEL & SUITES



January 2020: #17

Current #17

**Team Goal: #15**



## August Summit Award Winner - Yesenia L.

Yesenia is responsible, helpful, willing to work in other areas as a Guest Room Attendant, Bartender and always with a smile



## Tripadvisor Champion

Corina Oleaga is a great example as the Lead Front Desk she exudes what it takes to make our guest happy.

## OCTOBER BIRTHDAYS

10/2	Tim R.	ENG
10/5	Yusep R.	F&B
10/6	Rossana A.	HSKP
10/12	Amanda C.	FD
10/22	Briana I.	HSKP
10/23	Zuleyka D.	F&B
10/28	Thelma R.	HSKP

## OCTOBER ANNIVERSARIES

10/7	Thelma R.	7 Years
10/17	Carlos R.	1 Year
10/19	Celia F.	5 Years

## Team Member Appreciation Week



## Sales Table

Showcasing how lovely our events can be. A special thanks to Jessica Tanner for always being positive, creative and for her commitment to our guest and PHM.

