

AMBASSADOR PROGRAM
MONTHLY WINNERS FOR APRIL, 2015

BLUE TREE, LEISURE, PALACE



(no picture available)

Elizabeth Fuentes, Housekeeping and Kimberly Caraballo, Guest Services- Leisure

It's abundantly clear that Westgate takes service and teamwork seriously. Our team had a situation where we thought an iPad was missing. The aforementioned team quickly went into action formulating a plan to locate the item and the entire team was confident we would locate the item based strictly on the integrity of its Westgate team members. The general manager was confident in her staff and assured us we would locate the item. What they did not know was that while they were going their internal query I overheard Elizabeth say she remembered seeing the iPad on the floor. All the while Kimberly is assisting our staff member in setting up a way to track the item. The noted combination of Elizabeth's attention to detail, Michele's confident and calming demeanor and Kimberly's "outside of the box" thinking lead to the rapid location of the item! We can't say enough how much your staff's actions meant to our organization. Again, your actions reflect great credit upon your entire staff and Westgate Resorts. Thank you 1000 times over!

Very Respectfully with Much Appreciation, the Entire LA KISS Staff.

Nominees

Brian Hipps- Palace
Virginia Daquiag- Palace
Michele Sisulu- Leisure

Ann Singh- 6 nominations- Leisure
Tommy Lopez- Blue Tree

BRANSON



Chris Hunter and EJ Cummins, Grounds

EJ and Chris found a hubcap on the curb and thought the hubcap belonged to my car. They delivered the hubcap to me. At lunch, they took the hubcap and fastened it back on the car. When I went to lunch, I realized that the hubcap was not mine. They did a great job going above and beyond their job duties. Even though it was not my hubcap, I feel they were very kind and helpful.

LAKES



Devi Persuad, Front Desk

Checking into my room with my two friends I was shocked to see what small accommodations I had. I recalled in years passed that when I booked a lock off unit I received Suite A and this time I was shown Suite B. This would not meet the needs of my companions and I. We then went back to registration and were directed to Devi Persuad We explained our situation and that we would have to leave our luggage in the car and one of us was sick making this a nightmare. After much discussion they found another villa that would more than meet our needs. What could have been a nightmare turned out to be a very enjoyable vacation thanks to Devi who was very understanding and helpful.

Nominees

Ebita Prioso

Josue Chiok- 2 nominations

Roan Taylor

Andres Olivero

Juliette Jarquin

LAKE ELLENOR



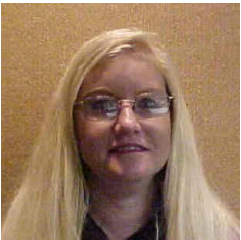
Isaac Encarnacion, WIN Team

Isaac did an amazing job with a Food Drive dedicated to feeding children who will not have enough food this summer. He was the liaison for a nationwide effort by Westgate Resorts for meal donations to kids in need. Isaac was also the Coordinator of the Food Drive for the Lake Ellenor Corporate Office. Isaac led an effort that did so much more than just fill small bellies. His efforts showed that people do care, and that gives hope to those who are struggling. Knowing how stressful it can be for the people who find themselves in need of help, your words and actions go a long way toward helping them keep their dignity. The compassion Isaac showed is an inspiration for us all. I've noticed how he treats everyone with respect and kindness, no matter what the situation is. This award is a way of letting you know, Isaac, that your work hasn't gone unnoticed.

Nominee

Ruth Johnson

MYRTLE BEACH



Siobhan Stevens, Accounting

Its Easter time and all food and beverage outlets are doing brisk business. On a busy morning on 04/09/2015, I had to leave for a weekly staff meeting and Ms. Stevens came to our rescue. She immediately steps in to sit people, pouring beverages, taking room service orders, wrapping silverware and cleaning tables. She went above and beyond to make sure that our service is not jeopardized in any circumstances.

Nominees

Ray Perez

Jackie D'Alessio- 2 nominations

Friday's Day Shift-Maintenance

Pamela Andrews

Woodrow Drayton

Suvash Burua

Tawana Lesesne

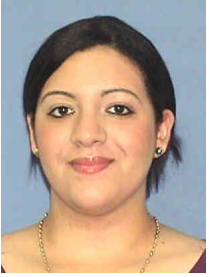
Aleli Panelo

Kevin Marschhauser

Jennifer Bieniek

Donna Caroselli

OCOEE



Jessinelle Lopez, Hotel Sales and Marketing

She is an over achiever at work and outside of work. You always give your all and more, dedicated to help others with a smile. Anything that comes in your way you know how to work it out and be successful at it. Nothing can bring you down and nothing is impossible to learn for you. You work from agent to supervisor, from QA analysis to manager of a great team. Not only manager but always a team player with anything they put in your table without expecting anything in return. You really are a great person to admirer. Love you more Jessinelle aka “Gigi” ...!!!

PAINTED MOUNTAIN



Charles Pannozzo, Housekeeping

I would like to nominate Charles, one of our housekeepers, for Ambassador of the Month. Charles was cleaning in the B-side of a unit and smelled a burning smell coming from the A-side. He immediately called the front desk and Jan went to check the unit. Jan found that the guests had turned the oven on and then went to the pool. The guests’ thought they had turned on the “clean cycle”. Thanks to Charles’ quick action the oven didn’t start a fire!

Nominees

Kyri Carter

Kyle Hibbard

PARK CITY



Jose Venegas, Mujibu Bilal, Met Li and Sergio Ramirez- Houseman
Mike Grant- Security

We had a guest's son bring an heirloom teddy bear to our resort. The bear was his grandmother's when she was child. At some point during their stay, the teddy bear was lost. It was possible he was lost during a family excursion to Salt Lake City.

In case he was lost on property, we scoured the resort but could not find him. Housemen Jose Venegas, Mujibu Bilal, Met Li and Sergio Ramirez, along with Mike Grant from our Security Office climbed in to our trash compactor. They removed, opened and sorted through all of the bags and trash hoping to find the teddy bear. He was never located.

These individuals went well above and beyond to assist a guest in need.

SANDLAKE/WINDHOVER/CLUB ORLANDO/SEASONS/MYSTERY FUN HOUSE/DAYTONA BEACH



Lupita Mckone and Tammy Hayes, Accounting

Lupita and Tammy offered their help when I had trouble with my broken down car. Lupita actually told Tammy and both connected me with transportation services and couple of guys from that department actually went to the Florida mall to check my car and Tammy even offered her AAA towing service to help me tow my car to my mechanic shop. They demonstrated compassion and really tried to help me when I needed a hand.

SMOKY MOUNTAIN



Rhonda Hicks, In House

I wanted to let you know that Rhonda was a huge help on Thursday night in the Smokehouse Grill. When she found out we were going to be a little short staffed she offered to help out because she has a good deal of Food and Beverage experience.

From the moment she came up to help it was like she has worked up there for years. She was friendly, outgoing and eager to help wherever needed. She was a tremendous joy to work with and a great addition to the staff. I want to thank you for allowing her the opportunity and want to let you know the night wouldn't have gone as well as it did without her help.

SOUTH BEACH



Lizet Torres, Housekeeping

During the month of April our property hosted a Passover celebration for the Jewish community. Once they were checked in Lizet had to accommodate all their needs such as making everything kosher and working within the guidelines of their religion. Most importantly she secured their next year's reservation due to her services.

Nominees

Jose Silva
Jose Castillo

Xiomara Zamora
Ricardo Graveran

TOWERS



Charmaine Burgess, Front Desk

This employee was nominated by Keith & Wakea Brown from room 536a. The entire front desk team was very professional!!! Ms. Burgess was outstanding assisting us that night.

Nominees

Jean Paul Doza

Judy Cash

VILLAS/TOWN CENTER

Ruth Valentin, Shuttle Driver (no picture available)

When the busy season comes up employees are required to park in the overflow parking that is much further away than our normal parking spot at the Villas. One evening we left work late me and my co-worker thought that we were going to have to walk to our cars from a long day of work and to our surprise we look over and the shuttle was there. When we got in we saw Ms Ruth and we were overjoyed to see her and she informed us that she had noticed that our cars were still at the parking lot, she was waiting for us so that we would not have to walk to get to our cars. Ms. Ruth is always showing great customer service not only to the owners and guests but to us the employees. Whenever it is raining she will drive you straight up to your car so you don't get wet. Another day I expressed to Ms. Ruth what a long day I had at work and she drove me right up to my car so I would not have to walk. To me that was super nice due to she is not required to do that. I believe she is a great example of our company moto good enough is never good enough!!!!!!!

This driver goes above and beyond to get people to and from their respective destinations QUICKLY. She never speeds and she is extremely pleasant at all times. Whenever she is on duty the shuttle is waiting for us if it is getting dark. Sometimes we close in our department after nightfall and she does her best to make sure we are safely driven to our cars all the way in the employee parking lot, if she is still on duty. I truly appreciate her and she is a WONDERFUL asset to the overall experience of Westgate for guests as well as employees.

Nominees

Xavier Henriquez

Luis Luzunaris

Danielle Silbiger

Valentina Olivera

Jonathan Capodiferro

Karisha McDowell

Theresa O'Neill

Eric Rosario

Daniel Baires- 3 nominations

Soheila Veissi

Carmen Caraballo

David King

Michael Sanchez

WILLIAMSBURG



Divine Fraser, Front Office

Our first greet was Divine with his outgoing personality. He was self-motivating and exceeded all expectations. He was very professional and answered all my questions and was forthcoming with information regarding places to be visited by my family during our holiday. My hope is that he will be acknowledged appropriately with a random act of appreciation.

Nominees

Devin Johnson

Caroline Wilson

Laura Green