

**AMBASSADOR PROGRAM**  
**MONTHLY WINNERS FOR JANUARY, 2017**

**Sandlake, Windhover, Club O, Seasons, MFH and Daytona Beach**

**Mailee Fleming, Purchasing (no picture available)**

I am nominating Mailee Fleming for Ambassador because she is friendly, helpful, personal, a team player, proactive and considerate. She sets a great example in all she does- supporting her team members to the best of her ability and doing it with a smile. She models the principles of service with pride- and she should be proud. She has an undying desire to do her job at the best of her ability- and it shows, even from a distance. I appreciate each and every time she reaches out to assist me, guide me and teach me. Thank you Mailee for all you do on behalf of myself and Myrtle Beach Resort. You rock!

**BLUE TREE, LEISURE, PALACE**



**Kevin Moran, Security, Blue Tree**

Kevin moved us to the first floor. I can't walk up stairs and Kevin also moved our luggage from the 3<sup>rd</sup> floor to the 1<sup>st</sup> floor. Kevin was very kind.

**Nominations**

Ann Singh- Leisure

Carlos Inciarte- Blue Tree

**BRANSON**



**Aida Rodriguez, Activities**

The Activities department was slow one day so Aida offered to help scrub the walls, windows, and help clean up the activities and market place area.

## LAKE ELLENOR and SOUTH PARK



### Yashira Lopez, Facilities

Even now as I'm writing this nomination I am still amazed and beyond thankful for everything Yashira did to assist me in finding something dear to me that had been lost. More specifically a stone had fallen out of my engagement ring. I almost accepted that it couldn't be found, as we were running out of places to look, but Yashira did it! She was so positive, responsive, and helpful. We searched high and low, through the muck, and she even called Magaly to determine what rooms were vacuumed during the estimated timeframe. Then she discovered it in the vacuum bag's rubble and pointed it out to me. She went "above and beyond" today and in doing so truly embodied the essence of our WG Service Philosophy. Based on this, I wish to nominate, Yashira Lopez, as a Westgate Ambassador.

### Nominees

Mariana Bendana

Nora Maduro

Victoria Harvey

Danielle Henry

Shaela Gregory

Marla Mendoza Ojeda

Isaac Encarnacion

Daora Concepcion

Magda Varela

Cynthia Tucker

Taylor Bennett

Erwinette Perez Santos

## LAKES



### Noel Centeno and Omar Portella, Housekeeping

On Saturday, December 24<sup>th</sup>, Activities was in need of a Santa Claus volunteer because the person who was assigned to work that day called out sick. Evelyn from Resort Services came to ask Rita, Housekeeping Assistant Director, if she knew of anyone that could volunteer as Santa. Without hesitation Noel Centeno, Housekeeping Clerk said that he would be happy to help. Noel then hurried to the activities department, put on the costume and spend 2 hours outside in the sun and took pictures with around 125 kids with a cheerful look on his face. All the guests were very happy with Noel as Santa and the Activities department was very thankful for his help.

Unfortunately since Noel had the next day off, Activities asked if there was anyone else that could help so on Sunday, December 25<sup>th</sup>, Omar Portella volunteered and it was also a success. He was in the lobby from 8 AM to 11 AM and took many pictures with all of the guests that were waiting in line to speak to Santa.

We greatly appreciate these two team members for their teamwork and positive attitude.

Nominations

Tricia Smith  
Elizabeth Rivera  
Sally Lee  
Evelyn Rivas  
John Hayes  
Sylvia Morales Torraca

Detoria Hargis  
Gisselle Giraldo  
Shannon Jimenez  
Anna Deere  
John Anderson

**MYRTLE BEACH**



**Donna Hurles, Maintenance**

For helping a wheelchair bound guest along with her husband to the elevator AND up to their room. Donna was the Parking Lot Attendant at the time. This displays her true character and one of a Westgate team member. Donna stepped away from her own position at the front gate to make sure our guest felt welcomed and at home.

**PAINTED MOUNTAIN**



**Angelia Revor, Housekeeping**

Great job getting team members motivated and signed up for the tracker wellness challenge!!!! You're a Rock Star for healthy living. Works out, eats healthy and encourages others!

**SMOKY MOUNTAINS**



**Brandi Bucker, Cashier**

I would like to nominate Brandi Buckner for going above and beyond her normal responsibilities by taking responsibility for the day to day operations of the Marketplace during a very difficult time and the absence of her department head. As well, Brandi has been dealing with a very difficult time in her own life, but focused on the needs of others, the demands of her department, and encouraged many to help themselves by living healthier and participating in the Wellness Challenges.

Hats off to Brandi, for putting others before herself!

## SOUTH BEACH



### Michel Olivarez, Activities

During the month of January, Michel showed great leadership while housekeeping department was understaff. The department had 3 people out sick for 2 days straight and Michel our activities supervisor cleaned 4 rooms and help the housemen deliver supplies. He did not miss a single activity on the property as well. Michel showed great leadership earning him January Ambassador of the Month,

## TOWERS

### Patricia Feliz Cortez ,Front Desk Supervisor (3 nominations). (no picture available)

This team was nominated by Mariana Magalhaes/Alexandre Roale. We felt so welcomed at Westgate! She was very kind, polite, helpful, efficient and informative. If every team member was like Patricia, this resort world be perfect!! Patricia, we won't forget this name!

#### Nominees

Gloria Cortez

Jose Aguilar

Juan Pena

Sara Sanchez- 2 nominations

Miguel A. Cruz Chanza

Jessica Rivera

Gabriela Vaca

Jacquelyn Padell

Fernando Yaya

## VILLAS



### Katherine Alvarez, Housekeeping

On 1/6/17 Katherine entered the housekeeping executive's office only to witness the Executive Housekeeper from the town center choking on a piece of shrimp. He could not breathe and was turning blue. Kathy acted quickly and started the Heimlich maneuver and gave him several slaps to the back dislodging the shrimp and saving his life. He still could not swallow and Kathy stood with him until he was able to breathe and swallow again. Katherine acted without thought and showed bravery that you do not see every day.

Nominees

Adolfo Bosa  
Anthony Medina  
Brittany Montalvo  
Christopher Sylva  
Daniel Negrón  
Darnell Giles  
Gustavo Martínez  
Jennifer Parham  
Kashla Rivera-Lopez  
Lisa Ward  
Morelys Gonzalez  
Raymond Castro

Ambhar Guerrero  
Brian Grabowski  
Bryan Vargas  
Curtis Ryner  
Daniela Martínez  
Fabiola Martínez  
Jean Paul Daza  
Justina Carmona  
Laura Chung  
Marilyn Rodríguez  
Olclaris Gutierrez  
Valentian Olivera