

## AMBASSADOR PROGRAM

### MONTHLY WINNERS FOR JUNE, 2015

#### BLUE TREE, LEISURE, PALACE

##### Angel Solano and Victoria Milani, Activities, Blue Tree ( no picture available)

These team members went above and beyond their duties. They were extremely friendly and patients with all of our seven children. They also told us about other things Westgate has to offer that we did not know about. We came after the time of one activity and yet they still accommodated us cheerfully and in no way made us feel like a burden. Thank you for a fun time. Our children loved it!

##### Nominees

Tommy Lopez- Blue Tree  
Tania Pierre- Blue Tree

DeSantis Williams- Blue Tree  
Ricardo Abad- Leisure, 2 nominations

#### BRANSON

##### MAY WINNER



##### Dave Hughes, Area Manager

Dave recently had some health issues right before the time of the opening of our Drafts Sports Bar and Gastro Pub. In spite of this challenge, Dave didn't miss a beat in getting Drafts open on time. Drafts wouldn't have hit our opening date if it wasn't for his dedication.

##### Nominee

Andrew Alton  
Shirley Thompson

## BRANSON

### JUNE WINNERS



Philip Uildriks, E.J. Cummings, Tom Aubuchon, Grounds ( no picture available for other winners)

A guest had gotten a moving truck stuck in the field and they went to help. They had to use the excavator to pull them out while another one drove the truck. They had to drop the car trailer and get it to the road and hook the car trailer back up. The guest was very thankful.

Nominee

Steve Young

## FLAMINGO BAY



BreAnna Connelly, Activities

I would like to Nominate BreAnna Connelly for Ambassador of the month! She has been doing an exceptionally great job! She took on most of the Health Fair Project and it went amazingly well! Daily she has been taking on extra work/tasks without being asked or told to do so without any complaints! BreAnna is showing her positive attitude and her teamwork skills and is leaving a good impression on with our newest team members! I would like to give her a big thank you for all the extra help and support she has given with all of our new changes!

Nominee

Megan Matthews

## LAKES



### **Romula Luis, Housekeeping**

I would like to nominate Romula because of her leadership, team player spirit and her outstanding customer service.

An owner came to the resort in 2013 with her mother. There were a few issues when the owner checked in and she was not satisfied. Romula was dispatched to the room to attend to the guests and all her needs were satisfied and the owner was very impressed with Romula's customer service.

This year the guest was coming back to the resort and called ahead to inquire as to whether Romula would be assigned to her Villa. They came with a large group of handicap visitors. Romula took them all on a tour of the property and explained all the guest amenities. Romula provided them a smooth and positive atmosphere for their visit. Romula's customer service is above and beyond.

## MYRTLE BEACH



### **Siobhan Stevens, Accounting**

Siobhan Stevens has been helping all departments with the closing of their purchase requisitions in oracle. It is not that the process is hard to do but rather it's that the process is time consuming when you are doing it for the entire resort. On top of her own responsibilities, the taking on of this for the team until new reps can be established, without complaining, deserves to be recognized and appreciated. Thank you Siobhan for your dedication and willingness to help!

### Nominees

Terril Wilson

Tabitha Jackson

Carlos Rich

## OCOEE



I want to nominate the rental reservations team on being proactive when another department was in need. They were aware that another department agent was not available. Being concerned, the supervisor was under the impression that maybe something happened to the agent that was supposed to open. As a team they took the initiative to be responsive by taking the other departments phone calls and attempting to assist the front desk to the best of their knowledge. As a team they worked together to make sure that every issue that the front desk had was properly taken care of. The rental department showed the true definition of being RAHL. They did not have to help out or be concerned, but as the rental supervisor from their department clearly put it "that's okay, you know we are all a team here." I want to praise them as a whole by saying thank you for stepping out of your comfort zone and providing customer service for not just future traveling guests, but to our own Westgate resort team members as well. It's great to know that if help is needed the rental reservation department can be counted out to go above and beyond what they are expected to do. Thank you, You rock!!

## RIVER RANCH

### Ray Lehw and Albert Colon (no picture available)

My wife and I would like to submit the below commendations for **Ray** and **Albert**. We often observe *above and beyond* service performed by the front line team members at River Ranch, and like to take the time to recognize these individuals.

As you may remember, as year 'round residents of River Ranch, and with my wife's medical condition, the pool is important to both of us. We use the pool regularly to walk and/or swim laps. It helps my wife with her physical symptoms. We go early in the morning as soon as the pool opens so as not to interfere with the guests at the Ranch who use the pool.

We would like to **highly commend** both **Ray** and **Albert** for the care that they take in keeping the pool in exceptional condition. We see both of these men working early in the morning to try and have it opened by 0800 hours. The pool always looks great when they have finished cleaning it. When both men see us approaching the pool parking lot in our golf cart, they go the extra mile to flag us down and open the gates, if the pool is ready and they are finished. Both men always greet us with hospitality and a smile.

I know that Ray comes in early in the morning to work on the pool. I have seen Ray come by the pool during his work day to follow up on the condition of the pool. Ray has incredible pride and ownership doing his duties here at River Ranch. The work he does is exceptional. He is a

seasoned worker, mature with a calm demeanor, and displays a positive attitude. Although he is always working, he is never too busy to talk with any of the owners or visitors to the Ranch. We are very impressed with his dedication and passion to do a good job.

As you already know, the backbone of any organization is the front line team. My wife and I feel that both Ray and Albert represent the organization well and are two examples of what is right about River Ranch.

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



**Shabana Shaw, Team Member Services**

I would like to nominate Shabana Shaw for Ambassador of the Month. She has never once told me that she was too busy to address one of my concerns. I was impressed with her willingness to share her knowledge on nutrition that allowed me to help our team members enjoy tasty, yet health-conscious, options. It is for these reasons and more that I nominate Shabana for Ambassador of the Month.

**SMOKY MOUNTAIN**



**Steve Pickel, Engineering**

Steve went to Pigeon Forge to pick up a family staying with us on vacation due to their car trouble. The family needed to make a few stops to get necessities. Steve then brought them back to the resort. If the guest needed anything else, Steve said to give him a call. The next day Steve took them to Sevierville to get a rental car during their vacation.

**Nominees**

David Runyon  
Michael Plato

Glenda Lewis

## TOWERS

### Alberto Crespo, Security (no picture available)

This team member was nominated by Jack Feires from room 136b. Alberto was exceptionally friendly. He greeted us with a huge smile and an outgoing 'Hello' as soon as we entered the resort. Over the next several days whenever he saw us he greeted us with the same smile. He made us feel welcome and special.

### Nominees

Axel Galeno  
Gabriel Baez

Iris Cruz  
Wilberto Tanon

## VILLAS/TOWN CENTER



### Francisco Segarra, Front Office

Just a short note to sing the praises of your team member, Francisco, yet again on our visit this week to Orlando. This is our home away from home for us and he always goes beyond the call of duty to make sure, if there is any way possible, that our needs are met, our room request is met (if available), and we're treated like Westgate family. On this trip we were even lucky enough to be met at the door and escorted to the VIP desk to check in. He's the meaning of the work "hospitality". You have a valued team member in Mr. Segarra. This has been a great trip. – letter from an owner.

### Nominees

Daniel Baires- 5 nominations  
Luis Mateo

Tatiana Sanchez  
Yansel Aponte