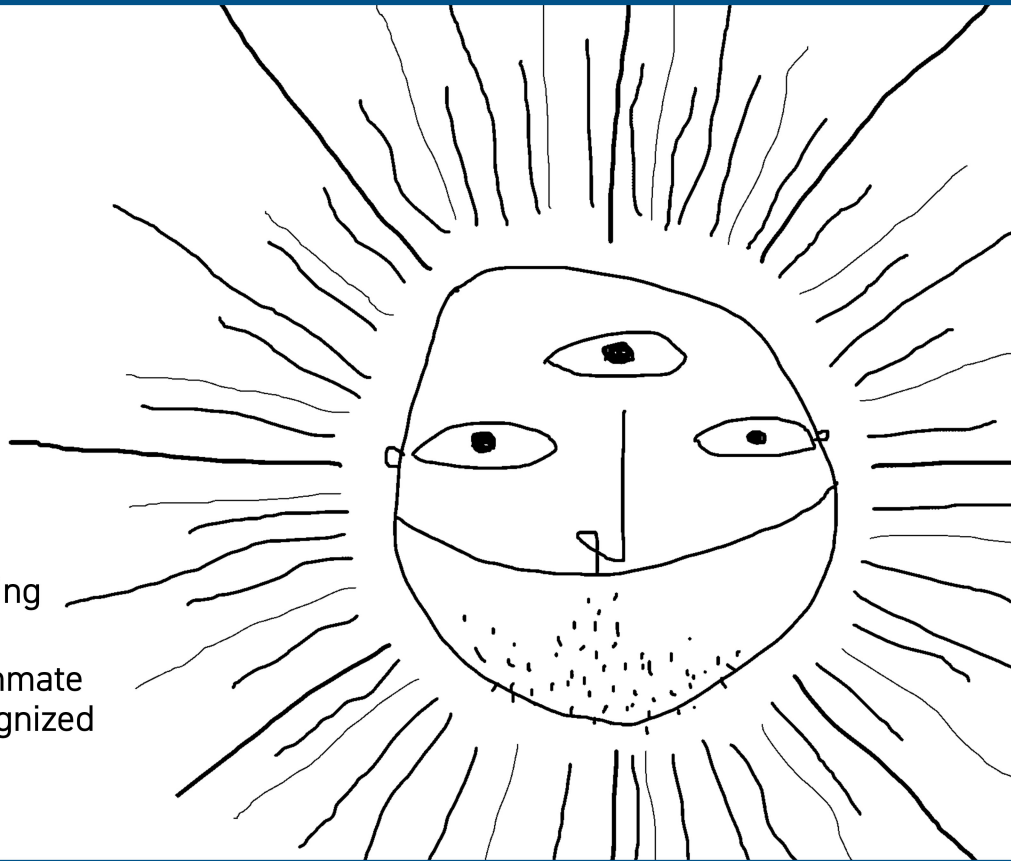


WE SEE YOU

Working every day to create meaning and memories for our guests.

Now hear us because as your teammate and friend, you deserve to be recognized for being exceptional.



LARRY HANOVER

Larry is truly one of the most helpful people I have ever met. He is known as Smiley for a reason. Larry responds to each call with a smile, and appears to be truly pleased to help – regardless of how difficult the task at hand is. He doesn't come to the desk with problems that need solving, he comes to us with the solution. He recognizes when a guest has been let down and has creative solutions to turn their experience around. He may be juggling 5 different calls at once, but you would never know. Larry is always cool and collected, regardless of how hectic the day can be. He is always speaking life into each employee and recognizing their efforts, no matter how small. Thank you for being so genuinely kind, we appreciate you!



Hayley Paxman (Young) – Assistant Director of Lodging



CUSTOMER SERVICE APPRECIATION WEEK