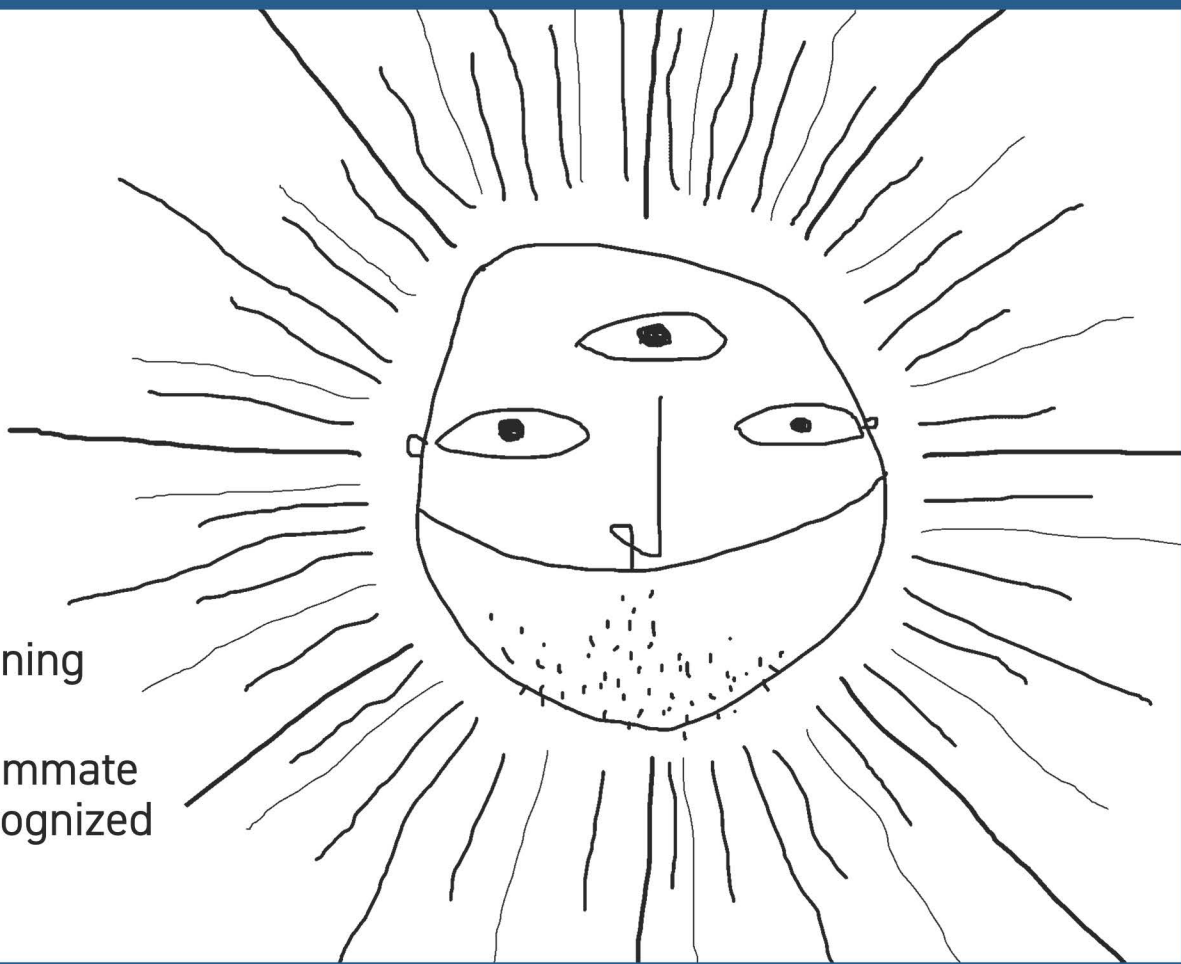


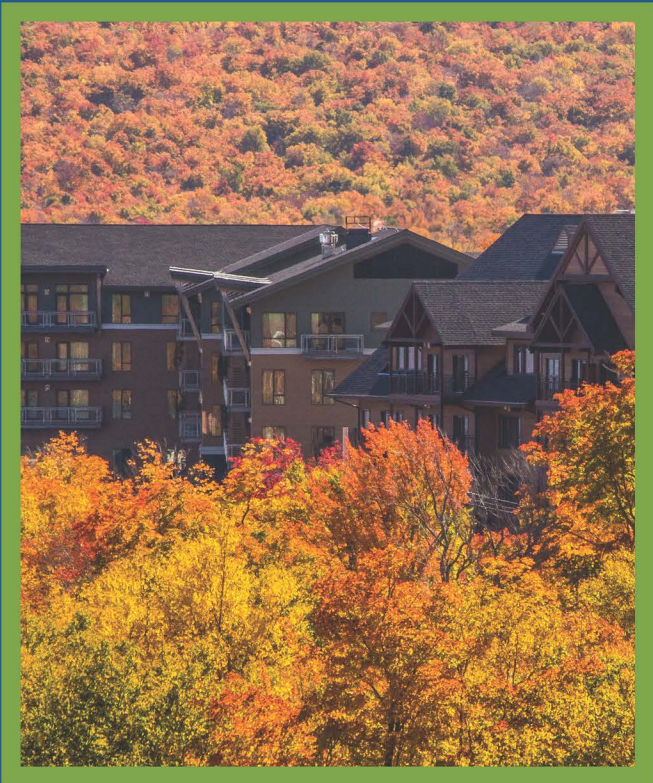
WE SEE YOU



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.

TO OUR MANAGERS-

Wanda Glodgett (Reservations Manager) leads her team with an immense amount of knowledge and personal drive to help the department succeed. She's a master when it comes to maestro (our lodging software). Whenever anyone has a maestro question that has left them in confusion - the answer is generally "go ask Wanda" and 99.9% of the time she instantly has a solution. She also a report master- spending much of her time tallying numbers and plugging in data to create occupancy & booking reports that so many of us have come to rely on to help predict what the future brings in terms of occupancy and lodging revenue. When she's not digging through data- she's often focused on building rates, managing our 3rd party inventory, helping out with homeowner reservations, sports bookings or taking the time to personally connect with her team. Wanda is an incredible leader with a commendable work ethic and it shows each & every day in the success of the reservations department.



Olivia Mitchell-Eby (Hospitality Guest Services Manager) consistently brings tremendous enthusiasm and spirit to any situation- her personality is endlessly positive and truly inspiring. She's a great leader who manages to brighten any situation - full of creative solutions, a genuine desire to help & an appreciation for guest experiences. Spending countless hours in the office as well as on the front lines- interacting with guests, assisting the desk team, asking the important questions & understanding the importance of the feedback the environment provides. Olivia leads from the heart & always seems to be a step ahead – she's observant, forward thinking & determined to get the job done – her efforts are commendable and if you've ever walked by the front desk when Olivia is on duty, there's no question her spirit is evident in they way she connects with guests and team members alike.

Nicole Provost (Front Office Manager) leads with personal compassion & desire to support the very meaning of Hospitality (often thinking of ways to help entertain our guests on a dreary day, providing information about the surrounding areas or taking the time to connect on a personal level). She's become a wealth of knowledge and found a niche for creating training documents and organizing operations (whether it's creating labels to organize physical products or streamlining processes to create efficiency Nicole is quick to raise a hand and offer assistance). She views the function of hospitality on many levels, from the finer details to the bigger picture and when she is not assisting the front desk team she's often reviewing various maestro reports, evaluating the often overlooked information (like how many past stays a guest has had, their average spend onsite or requests they may have noted), compiling data & forecasting operations to pass along the valuable/insightful information that allows the front desk to operate with knowledge & efficiency to best support positive guest experiences.

Carrie Arnica (Taiga Spa Manager) leads with empathy, awareness and an unexplainable sixth sense when it comes to managing the day to day at Taiga. From the moment clients walk through the Taiga doors she inherently knows what's on their mind and how she can help. Whether they need a moment to collect their thoughts before relaxing and enjoying a spa treatment, are desperate to book a last minute service, have questions about anything and everything or need to their wedding updo to be perfect – Carrie's incredible sense of calm, fine-tuned observational skills & acquired knowledge consistently keeps Taiga operations headed in the right direction. She a great multi-tasker – always managing several things at the same time; jumping from one task to another seamlessly all while keeping what may otherwise become hectic - serene & peaceful. Not only does Carrie understand the delicate balance required in best managing a spa (juggling the relaxing environment the spa symbolizes with the often chaotic environment hospitality creates) she's a master at it & if you ever stop by Taiga on a busy day you'll see exactly how remarkable her leadership is.

Lisa Morse – Director of Lodging & Hospitality

