

# GUESTIMONIALS



## OUR GUESTS ARE ROOTING FOR YOU AS MUCH AS WE ARE.

Here's what they're saying, in their own words:

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Hello Mr. Wright,

I just wanted to take a moment and reach out about a wonderful experience I had today with your Hotel Jay staff. We visited Jay Peak last year during the week between Christmas and New Years and wanted to return again this year. I had a little trouble with the dates and ended up with 1 night booked directly with the resort and the other nights booked with a 3rd party.

I called Hotel Jay this afternoon with very low expectations on being able to merge the two reservations. I was able to get **Sarah Meunier** on the phone and she was so pleasant and sympathetic to the fact that I had two children and unpacking and checking out and then waiting to check in was not how I wanted to start off our winter break. She didn't dismiss me and tried to fix the situation on her end. When she couldn't she spoke to her manager **Wanda Glodgett**.

Although I never spoke to **Wanda** she worked diligently behind the scenes. She was able to keep us in our same room and connect both of the reservations. I don't think I can fully express how relieved and happy that made me. The staff has always been friendly and helpful but **Wanda** could have easily just said no and left me to figure it out. She didn't and really helped us walk in with a positive experience.

I asked for your contact info so I could let you know how both of these women made me feel heard and valued as a guest. They went out of their way to solve the issue and provide excellent customer service.

We look forward to visiting in a few weeks!

Erika Kane

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