



# DECEMBER ISSUE PHM CONNECTION

**BIRTHDAYS**  
12/8 Amanda S. 🎂

**ANNIVERSARIES**  
12/19 Kristina G. 3 Years

Dear Team,

I know that we are probably all anxious to get this year behind us. It certainly has been the most challenging year in my lifetime. We never would have imagined that 2020 would have brought us into a what appeared to be a foretold plague called the “Coronavirus” or “COVID-19”, something we only would have experienced in a movie however, it became our reality. As we know there is always an ending to everything in life and COVID-19 will not go on forever, as it finally seems that the vaccines, antidotes, and testing are in place to bring this pandemic to a controllable state and hopefully an end to this horrific experience.



As we get closer to the holidays, what better time to reflect on how blessed we are to have our loved ones that are with us and our own personal life. Let’s rejoice and be thankful that we have survived this pandemic. Let’s also take a moment with prayer for those that did not and how their families have been affected. Remember that the best times in life are not always relative to monetary value but the simple things in life and that can be simply just remembering and spending time with our loved ones.

I want to wish you all a wonderful and happy holiday season. Together we will make 2021 a better year in many ways. I know that the world is anxious to get back to some sense of normalcy. We know certain changes will continue into 2021 and we will accept, adopt, and make the best of what we will have to deal with.

Together we will prevail, and our guest will be thankful for the service that you will be providing them. Remember our guest have many choices, more now than ever, so it is you who will make the difference. Be kind, share the gift of a smile. We appreciate you always being ready, excited, and grateful for the work and opportunity that we all have to be here and able to impact in an industry where we do make a difference each and every day. *God Bless you and your families and I wish you once again a happy healthy holiday and 2021.*

All my best,  
Marco A. Manzie

**PHM has reached the 1st goal of \$1,000 (Woohoo).** Thank you everyone that supported this amazing cause. These donations have helped raise the childhood cancer survival rate. PHM will keep supporting St. Jude Children’s Hospital. Our next goal will be to reach \$ 1,500.



You can donate [here](#) or by scanning the QR code!





DECEMBER ISSUE

# PHM CONNECTION

Querido equipo,

Sé que probablemente todos estemos ansiosos por dejar atrás este año. Ha sido el año más difícil de mi vida. Nunca habíamos imaginado que 2020 nos hubiera llevado a una pandemia llamada "Coronavirus" o "COVID-19", algo que solo habíamos visto en una película, sin embargo, se convirtió en nuestra realidad. Como sabemos, siempre hay un final para todo en la vida y COVID-19 no durará para siempre, parece que las vacunas, los antídotos y las pruebas están en su lugar para llevar esta pandemia a un estado controlable y, con suerte, poner fin a esta horrible experiencia.

A medida que nos acercamos a las fiestas, qué mejor momento para reflexionar sobre lo bendecidos que somos de tener a nuestros seres queridos con nosotros y nuestra vida. Estemos agradecidos de haber sobrevivido esta pandemia. También tomemos un momento para orar por aquellos que se vieron afectados. Recuerde que los mejores momentos de la vida no siempre están relacionados con el valor monetario, sino con las cosas simples de la vida y eso puede ser pasar tiempo con nuestros seres queridos.

Quiero desearles a todos unas maravillosas y felices fiestas. Juntos haremos de 2021 un año mejor en muchos sentidos. Sé que el mundo está ansioso por volver a algún sentido de normalidad. Sabemos que ciertos cambios continuarán en 2021 y aceptaremos, adoptaremos y haremos lo mejor de lo que tendremos que enfrentar.

Juntos prevaleceremos y nuestros huéspedes estará agradecido por el servicio que les brindaremos. Recuerde que nuestros huéspedes tienen muchas opciones, más ahora que nunca, por lo que es usted quien marcará la diferencia. Sea amable, comparta el regalo de una sonrisa. Le apreciamos que siempre esté listo, emocionado y agradecido por el trabajo y la oportunidad que todos tenemos de estar aquí y poder impactar en una industria en la que marcamos la diferencia todos los días.

**Dios los bendiga a ustedes y a sus familias y les deseo una vez más unas felices y saludables fiestas.**

Lo mejor de mí,  
Marco A. Manzie

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Che Ekip,

Mwen konnen nou pwobableman tout enkyete pou nou ka resevwa ane sa a deye nou. Li setenman te ane ki pi difisil nan lavi mwen. Nou pa ta janm imajine ke 2020 ta te pote nou nan yon sa ki paret yo dwe yon kalamite fore rele "Coronavirus" la oswa "COVID-19", yon bagay nou selman te fe eksperyans nan yon fim sepandan, li te vin reyalyite nou. Kom nou konnen gen toujou yon fini nan tout bagay nan lavi ak COVID-19 pa pral ale sou pou tout tan, menm jan li finalman sanble ke vaksen yo, antidotes ak tes yo an plas yo pote pandemik sa a nan yon eta kontwole ak espere ke yon fen nan eksperyans sa a orifik.

Le nou pi pre jou ferye yo, sa ki pi bon tan pou nou reflechi sou fason nou beni pou nou gen moun nou renmen yo ki avek nou yo ak lavi pwop lavi pesonel nou. Annou rejwi epi rekonesan ke nou te siviv pandemik sa a. Ann pran yon ti moman ak lapriye pou moun ki pa t 'ak ki jan fanmi yo te efe. Sonje ke pi bon fwa yo nan lavi yo pa toujou relatif pou vale monete men bagay senp yo nan lavi a e ke nou ka senpleman sonje tan ak depanse tan avek moun nou renmen yo.

Mwen vle ou tout yon sezon bel bagay ak kontan jou ferye. Ansanm nou pral fe 2021 yon pi bon ane nan plizye fason. Mwen konnen ke mond lan enkyete jwenn tounen nan kek sans nan nomal. Nou konnen seten chanjman pral kontinye nan 2021 epi nou pral aksepte, adopte ak fe pi bon an nan sa nou pral gen fe fas ak.

Ansanm nou pral gen viktwa ak envite nou yo pral rekonesan pou sevis la ke ou pral bay yo. Sonje envite nou an gen anpil chwa, plis pase tout tan, se konsa nou menm ki pral fe diferans lan. Se pou nou janti, pataje kado yon souri. Nou apresye ou toujou pare, eksite ak rekonesan pou travay la ak opotinite ke nou tout dwe isit la ak kapab enpak nan yon endistri kote nou fe yon diferans chak jou ak chak jou.

**Bondye beni oumenm ak fanmi ou ak mwen swete ou yon fwa anko yon jou ferye sante ak 2021.**

Tout pi bon mwen,  
Marco A. Manzie

# THE GROVE RESORT & WATER PARK ORLANDO



January 2020: #109  
Current #66  
Team Goal: #54



## Corner of Wisdom

Be the person that makes others feel special. Be known for your kindness and grace as we go into the holiday season.

As we continue to shine through the eyes of our guests, we are witnessing the fruits of our labor, moving from a ranking of #133 to #67 on TripAdvisor within only six months. We are very proud of our team here at The Grove especially considering the strides we have made with our reputation scores and will continue to make moving forward. During the holiday season, we will bring joy and cheerfulness to our guests as evident with our *"Most famous life-size gingerbread house"* as well as our fund-raising efforts related to Toys for Tots.

As we prepare to go into a very busy holiday week with occupancy over 90% for seven straight days, let us remember how fortunate we are to be in such an enviable position. We wish you and yours a very Happy Holiday Season!

**Ricardo Merchant, Director of Guest Services**

## THANKSGIVING APPRECIATION LUNCH

We can honestly say, we would not have been as successful without our Team Members and Leader. We are blessed and thankful for all you do.



## BIRTHDAYS

12/1	Chelsea L.	REC
12/3	Kimberly A.	F&B
12/5	Fransisco C.	CUL
12/7	Kemisha B.	CUL
12/8	Gabrielle H.	F&B
12/11	Erica M.	GS
12/12	Dionka G.	HSKPG
12/12	Zariya H.	SPA
12/12	Maria L.	REC
12/15	Juan A.	F&B
12/15	Shaniece Y.	F&B
12/16	Yineska C.	CUL
12/16	Kat M.	F&B
12/18	Keone D.	REC
12/19	John O.	PUR
12/19	Miguel Z.	CUL
12/25	Esmerelda I.	HSKPG
12/27	Zenaida F.	HSKPG

## ANNIVERSARIES

12/8	Pedro B.	7 Years
12/9	Kemisha B.	1 Year



## SUMMIT AWARD WINNER:

**Miguel Mendez**

**Guest Service Supervisor**

Congratulations Miguel – Thank you for always being flexible and patient with the guests. You can always tell you enjoy making the guest smile.



THE  
**GROVE**  
RESORT & WATER PARK  
ORLANDO

# THE GROVE RESORT & WATER PARK ORLANDO



January 2020: #109

Current #66

Team Goal: #73

Gingerbread House done by the Culinary and Facilities Team. They did an amazing job. The Culinary team has even shared their special recipe:



## GINGERBREAD COOKIES RECIPE

### Ingredients:

3 cups flour, 2 teaspoons Ground Ginger, 1 teaspoon Ground Cinnamon, 1 teaspoon baking soda, 1/4 teaspoon Ground Nutmeg, 1/4 teaspoon salt, 3/4 cup butter, softened, 3/4 cup brown sugar, 1/2 cup molasses and 1 teaspoon Natural Pure Vanilla Extract



## GINGERBREAD COOKIES INSTRUCTIONS

### Instructions:

Mix flour, ginger, cinnamon, baking soda, nutmeg, and salt in large bowl. Set aside. Beat butter and brown sugar in large bowl with electric mixer on medium speed until light and fluffy. Add molasses and vanilla; mix well. Gradually beat in flour mixture on low speed until well mixed. Press dough into a thick flat disk. Wrap in plastic wrap. Refrigerate 4 hours or overnight.

Preheat oven to 350°F. Roll out dough to 1/4-inch thickness on lightly floured work surface. Cut into gingerbread cookies, different shapes with 5-inch cookie cutter. Place 1 inch apart on ungreased baking sheets.

Bake 8 to 10 minutes or until edges of cookies are set and just begin to brown. Cool on baking sheets 1 to 2 minutes. Remove to wire racks; cool completely. Decorate cooled cookies as desired. Store cookies in airtight container up to 5 days.



Guests enjoyed Thanksgiving lunch and dinner at the Element Bar, served by the Team Members



THE  
GROVE  
RESORT & WATER PARK  
ORLANDO

# AVANTI PALMS RESORT AND CONFERENCE CENTER

## Corner of Wisdom

I started working with PHM in 2007 at Floridays Resort, in the Food & Beverage Department. I worked with a great team, including Edda Serrano and Nereyda Frias, two dedicated Team Members that are still with PHM today. The Avanti International where I saw the now Director of Food & Beverage Lina Agreda start at Floridays straight out of culinary school and advance to Director of F&B at Avanti International. The Point where we took a small area and turned it into a functional Food & Beverage operation. Now I am at the Avanti Plams with Cesar Lopez, Kevin Rolle and Elijah Duhaney all hard working dedicated Team Members. There are many more people I have not mentioned due to space (I can easily fill a page). Thank you all for the Loyalty to PHM and helping me over the years.

**Stephen Foster, Director of Food & Beverage**



"The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart." – Helen Keller

Happy Holidays from  
Avanti Palms Resort



Thanksgiving Luncheon



Avanti Palms Holiday Drinks:  
The Blizzard, Candy Cane Tai,  
The Grinch, The Mistletoe and  
Winter Chill.

Summit Award  
Winner  
Tearra Carder  
(Guest Service Agent)  
In recognition of  
exemplary customer  
service, dependable  
and professional  
demeanor.



January 2020: #204  
Current #178  
Team Goal: #185

## BIRTHDAYS

12/2	Carmen D.	F&B
12/3	Eva H.	F&B
12/4	Nancy V.	HSKPG
12/10	Jacqueline E.	HSKPG
12/26	Katie O.	GS
12/30	Everton C.	F&B

## ANNIVERSARIES

12/5	Mariaelena P.	F&B
12/26	Rosa U.	HSKPG



**SOUKAINA LOUIS**  
Café Attendant



Fun

"This was amazing and the bartender was awesome!! Thank you Elijah for mixing my drinks! He kept me entertained while my bf was away and the cook made one heck of a quesadilla, thank you Soukaina! The room was clean and nice!"



AVANTI  
PALMS  
RESORT AND  
CONFERENCE  
CENTER

# AVANTI INTERNATIONAL RESORT



## Corner of Wisdom

Team work is the beginning of a successful work environment.

Keeping a positive work space gives team members the liberty to reach all creative potential. Leading by example to a team ensures success and reaching the same common goal.

**Lina Agreda, Director of Food and Beverage**



## Avanti International Thanksgiving Luncheon

Thank you, Lina Agreda-Director of Food and Beverage, for putting together a wonderful lunch that allowed our Team Members gather together and say what we are thankful for.



## Summit Award Winner Emma Gutierrez (F&B)

Congratulations to Emma receiving Summit Award Winner for November. Emma services all guest in the café with a smile. Emma takes pride in all her task and is truly an inspiration.



This season we created a small festive background for our guest to capture a photo while visiting our front lobby.



January 2020: #147

Current #121

**Team Goal: #129**

## BIRTHDAYS

12/14	Dondre C.	F&B
12/21	Franklin F.	GS
12/21	Julie R.	F&B
12/28	Sandra G.	GS

## ANNIVERSARIES

12/5	Robert R.	1 Year
12/5	Maria C.	1 Year



## DENG A.

Congratulations Deng our Front Desk Supervisor on being our November Trip Advisor Champion. Over the last month Deng has provided our guest with enthusiastic energy that leaves an impression on the guest from the moment they check in!



**AVANTI  
INTERNATIONAL**

RESORT

# FLORIDAYS RESORT ORLANDO

## Corner of Wisdom

I relocated from Las Vegas and started at the Point Hotel as Chief Engineer. When I began at the Point, my department consisted of myself and another engineer. We had minimal supplies to work with, however after 5 years we built up an entire maintenance shop full of supplies and grew to a total of 6 engineers. My career then took to me to Avanti International as the Director of Facilities and I started with 9-10 engineers on my team. I oversaw quite a few large-scale projects at Avanti International. I have always believed "you should treat people how you want to be treated", put yourself in their shoes. You should try and help them out as much as you can. I believe in being a "Hands On" manager. I enjoy teaching my team members new ways/perspectives on how to do something.

**Josh Chyle, Director of Facilities**



**Summit Award Winner  
Edda Serrano**



**REMODEL  
Team Member  
Lounge Area**

## REVINATE Hero

**OSCAR DUARTE  
Maintenance Tech**

**How do you prepare yourself to go out and perform like a rock star on Revinate?**

"I am a very transparent person, and it is difficult for me to put into words because I work with my feelings and put my heart and soul into my work. I am always looking for the guest smiling satisfaction. "Yo trabaje con corazon Y carino.""

**What are some of the reasons guest keep coming back to Floridays?**

"We always want to make sure the guest has a great first impression when they come to stay with us in our home at Floridays. For me personally, I take of the Floridays property as if it were my own home. I enjoy making the guest feel like they are at home, by welcoming them & making sure their experience with us is comfortable. I enjoy working with my team. I want them to be proud of my work and know that I give it my best all the time."

**Guest Comments:**

"Oscar the maintenance man went above and beyond to make our stay enjoyable. When our door cards didn't work, he came up promptly and even had the kids "help" him get it open. They got to say a magic word. He also offered to come back and reopen the door for us after we went down to the pool so that we wouldn't have to move rooms."



**James Deja F&B Director**  
Our beautiful Gingerbread house was built and decorated by James Deja and Reinimar Santiago.

Our beautiful lobby area was decorated by Nereyda Frias (F&B Manager).



January 2020: #7

Current #15

**Team Goal: #10**

## BIRTHDAYS

12/2	Daniella M.	GS
12/10	James D.	F&B
12/13	Danielis R.	HSKPG
12/14	Claire P.	HSKPG
12/15	Nereyda F.	F&B
12/17	Carim F.	HSKPG
12/24	Roselaure D.	HSKPG
12/25	Elsie F.	HSKPG
12/27	Marisabel C.	HSKPG
12/31	Natalia V.	RES

## ANNIVERSARIES

12/1	Josh C.	11 Years
12/3	Nereyda F.	6 Years
12/20	Marie C.	7 Years
12/20	Elise E.	7 Years
12/23	Andrea O.	6 Years
12/30	Dwayne P.	1 Year



# THE POINT HOTEL & SUITES



January 2020: #17

Current #14

**Team Goal: #15**



## Corner of Wisdom

The Holidays are approaching, and I would like to say; Be the person that makes others feel special. Be known for your kindness and grace. Never regret a day in your life because good days give happiness, bad days give experience, worst days give lessons, and the best days give memories.

**Darius Smith, Guest Service Manager**

## BIRTHDAYS

12/2 Marie C. HSKP

## ANNIVERSARIES

12/5 Erin A. 4 Years

12/5 Roberto R. 1 Year



**CFHLA believes- Holiday Video Filming,**  
A special Thank You to Darius Smith for  
customizing our hotel boots.



**Our creative team will be  
welcoming guests with this  
great photo op.**



**KAILYN VELEZ**

**Guest Services Agent**



**Best Place To Be**

"I come to this hotel about every 2 weeks for at least a weekend. I have come across 2 employees that I absolutely adore - Kailyn and Carmen deliver the best customer service to have complete your stay <3. They are attentive to your needs and will try to accommodate to make your stay enjoyable. Hoping to see them around for a long time. I have never felt out of place here and I have always been treated the same as any other guests home away from home - basically don't come here causing any problems and there will be no problems. Staff is pleasant and approachable for the most of them. Would definitely continue to recommend The Point."



## SUMMIT AWARD WINNER

**Corina Oleaga // Guest Service Agent**

Corina is always helpful, keeps the team organized, turns in the most sales referrals and delivers excellent customer service.

## DRINK SPOTLIGHT



### RUDOLPH'S TIPSY SPRITZER

created by our own  
Team Member  
Yesenia Lopez in  
F&B

Vodka  
Triple Sec  
Black Cherry Syrup  
(or Cherry Juice)  
Sprite

