

APRIL ISSUE

PHM CONNECTION

Dear Team,

I want to thank all of you for your hard work, dedication and “can do” attitude that yielded much success in March. March as you know seemed as though the flood gates opened with the impressive flow of demand realized within the Orlando market. Our hotels & resorts were most fortunate to lead the market and their competitors in revenue per occupied room otherwise known as RevPAR. This influx of business brought the challenge of hiring people to help service our guests, in addition to our suppliers being caught short not only in labor but also in our supplies. In fact, all of the business owners I spoke to, found themselves in March short staffed and not able to recruit talent to come to work. The thinking of those that choose to not work and stay at home is very short-term thinking. I am impressed and proud of all of you that had to step up and keep our industries image polished and restored as we recover from COVID-19. You all deserve kudos for a job well done and I hope that you personally feel good about your contribution to our industry, our hotel and our reputation.



As we come into April which is a month recognized as “Stress Awareness Month” it seems so appropriate based upon what we just endured in March and hopefully as to what can expect to keep this momentum going. I want to encourage all of you to take some time during April and find an outlet that will allow you to destress and relax your body and mind. IS THIS EVEN POSSIBLE IN TODAY’S WORLD. ☺

May God bless you all and your families and thank you again for making PHM a better company.

Respectfully,
Marco Manzie

REFERRAL PROGRAM - \$200

\$50 paid-out at 30 days after hire, and \$ 150 paid-out after 90 days.

To be eligible for the referral bonus, you need to be a regular Full Time or Part Time Team Member.

1. Your referral must enter your name on their employment application
2. Your referral must be hired as a Full time or Part Time Team Member
3. Referral bonus will be paid out the 1st pay-period after 30 days of hire and 90 days.
4. Bonus will be processed thru payroll, you will receive it in your paycheck.



If you know someone who you think would be a great addition to the Team, share the QR code for they can view all our open positions and apply.

APRIL ISSUE

PHM CONNECTION

BIRTHDAYS

4/22 Madeline R.

4/26 Dulcelina F.



ANNIVERSARIES

4/2 Carmen M. 2 Years

4/25 Hanna H. 5 Years

Querido equipo,

Quiero agradecerles a todos por su arduo trabajo, dedicación y actitud de “puedo hacerlo” que arrojó mucho éxito en marzo. Marzo, como saben, pareció como si las compuertas se abrieran con el impresionante flujo de demanda que se produjo en el mercado de Orlando. Nuestros hoteles y complejos turísticos fueron los más afortunados de liderar el mercado y sus competidores en ingresos por habitación ocupada, también conocida como RevPAR. Esta afluencia de negocios trajo el desafío de contratar personas para ayudar a atender a nuestros huéspedes, además de que nuestros proveedores se quedaron cortos no solo en mano de obra sino también en nuestros suministros. De hecho, todos los dueños de negocios con los que hablé, se encontraron con poco personal y no pudieron reclutar talentos para venir a trabajar. El pensamiento de quienes optan por no trabajar y quedarse en casa es un pensamiento a muy corto plazo. Estoy impresionado y orgulloso de todos ustedes que tuvieron que intensificar y mantener la imagen de nuestra industria mientras nos recuperamos de COVID-19. Todos merecen felicitaciones por un trabajo bien hecho y espero que personalmente se sientan bien con su contribución a nuestra industria, nuestro hotel y nuestra reputación.

A medida que llegamos a abril, que es un mes reconocido como el “Mes de la conciencia del estrés”, parece muy apropiado en base a lo que acabamos de soportar en marzo y, con suerte, en cuanto a lo que podemos esperar para mantener este impulso. Quiero animarlos a que se tomen un tiempo durante abril y encuentren una manera que les permita desestresarse y relajar el cuerpo y la mente. ESTO SERA POSIBLE EN EL MUNDO DE HOY. 🤞

Que Dios los bendiga a todos y a sus familias y les agradezca nuevamente por hacer de PHM una mejor compañía.

Respetuosamente,
Marco Manzie

Chè Ekip,

Mwen vle remèsye nou tout pou travay di ou, devouman ak “ka fè” atitid ki sede anpil siksè nan mwa mas. Mas jan ou konnen te sanble tankou si pötay inondasyon yo louvri ak koule nan enpresyonan nan demann reyalize nan mache a Orlando. Otèl nou yo & resorts yo te pi ere mennen mache a ak konpetitè yo nan revni pou chak chanm okipe otreman li te ye tankou RevPAR. Foul sa a nan biznis te pote defi a nan anboche moun ede sèvis envite nou yo, nan adisyon a Swèd nou yo te kenbe kout pa sèlman nan travay, men tou nan pwovizyon nou an. An reyalyte, tout mèt biznis yo mwen te pale ak yo, yo te jwenn tèt yo nan mwa Mas kout anplwaye epi yo pa kapab rekrite talan pou yo vini nan travay. Panse a nan moun ki chwazi pa travay epi rete nan kay la se panse trè kout tèm. Mwen enpresyone ak fyè de nou tout ki te oblije mete kanpe epi kenbe imaj endistri nou yo poli ak retabli pandan nap rekiperè de COVID-19. Ou tout merite konpliman pou yon travay byen fèt e mwen espere ke ou pèsònèlman santi bon sou kontribisyon ou nan endistri nou an, otèl nou yo ak repitasyon nou an.

Kòm nou rive nan mwa avril ki se yon mwa rekonèt kòm “Mwa Konsyantizasyon Estrès” li sanble tèlman apwopriye ki baze sou sa nou jis andire nan mwa mas ak èspere ke sou sa ki ka espere kenbe momantòm sa a prale. Mwen vle ankouraje nou tout pran kèk tan pandan mwa avril epi jwenn yon priz ki pral pèmèt ou detann kò ou ak tèt ou. ESKE MENM SA POSIB NAN MOND JODI A. 🤞

Se pou Bondye beni nou tout ak fanmi ou epi di ou mèsi ankò pou fè PHM yon konpayi pi bon.

Avèk respè,
Marco A. Manzie

PHM DIVERSITY

Join us in celebrating everyday each other's unique qualities here at PHM. This year we kicked off February with "Black History Month". In March, we celebrated "International Women's Month." Be sure to keep an eye out for our "Women Inspiring Women" video, where we highlighted the Women of PHM. In April we will feature "Autism Awareness Month", with information on the Autism Safety Project.



INTERNATIONAL WOMEN'S DAY



Leadership it is not something I take lightly; I wear it with pride every day. I carry it with kindness, push it with encouragement, lift it with hope, share it with grace, give it with compassion, and balance it all with a little levity.

Cheers! To the Women I share this this message with and for the strength of character we all possess.

Amanda Sarraf - Corporate Director of Human Resources

Special Thank you to **Daniel - PHM Graphic Designer** for helping us create a video honoring the Women of PHM. He made it look easy and comfortable to talk to the camera.



Dear Ladies,

I wanted to personally thank all the women that work beside us. You each have made equally a great contribution to our company and I am most proud to be working beside each one of you. I realize that we have so many women to thank for their individual contribution to our company.

So, on behalf of myself and our company we thank you and all our female Team Members that have made our company a better more diversified place to work. Let us keep diversity moving in a progressive manner within PHM.

Thank you and best regards,
Marco Manzie

TIPS FOR IMPROVING OUR TRIPADVISOR RANKING

1. Provide remarkable service

Sometimes it's the small details that count and that guests notice.

- By leaving a little note to welcome your guest to their room
- Asking if they need assistance when seeing a lost guest, you're instantly providing a service.

2. Be true to your brand

Know who we are. It's not about being the most luxurious, it's about having a clear vision about your brand and ensuring that is conveyed to all of your guests.

3. Be honest

Don't promise guests anything that you can't deliver. It's best to be honest than over promise and leave guests underwhelmed.

4. Mobilize team

Make sure you involve all departments in creating a guest-centric culture at your hotel. You will see greater results when all members of your organization are focused on making the guest happy.

5. Do it with passion every day

be Team Members with a 100% positive attitude and the skills needed work with the public and ensure everyone treats the guests as though they are family in your home.

6. Use TripAdvisor Cards

Before starting your shift make sure you have handy TripAdvisor cards to provide to the guests.

7. Know PHM 5 Service Standards

Always have in hand the PHM 5 Service Standards cards.



Tripadvisor

PHM WELLNESS CORNER

COVID-19 VACCINES

With COVID-19 vaccines now available, there is a lot to be hopeful about this year. And getting the vaccine is critical in helping us safely return to normal activities with friends and family. And once it is available to you, it will be **\$0 cost share!**

Here are some things to keep in mind as you prepare for the vaccine:

1. Safety is a top priority. Once vaccines are developed, they must meet strict guidance from the U.S. Food and Drug Administration to be distributed in the U.S.
2. The vaccine will be widely available soon. The vaccine is currently being distributed in a phased approach, with people 65 and older, residents of long-term care facilities, health care workers and those considered high risk by hospital medical staff as the first in line to receive the vaccine.
3. You will be able to receive the COVID-19 vaccine at \$0 cost share.

It is important to keep in touch with your doctor, health care provider, local pharmacy, local health department or emergency management office to see when the vaccine is available in your area and if you are eligible. And start talking to your friends and family, so they will also be ready to get the vaccine.

Look for more information in your Wellness Corner.



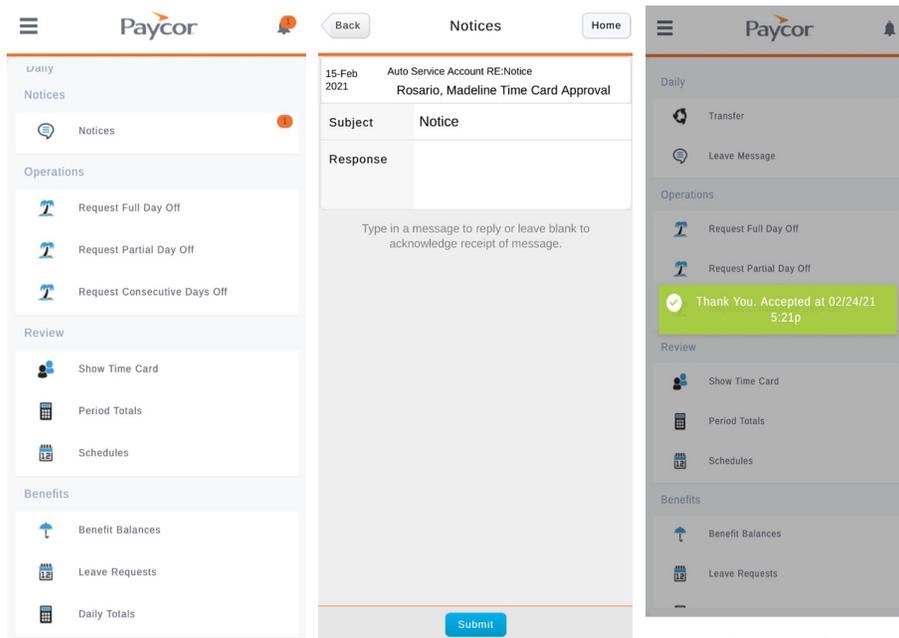
PAYCOR UPDATE

 **Approving Your Time Card**

At the end of the pay period, you can review your hours worked and then approve your timecard. Doing so lets your Supervisor and the Payroll Manager know that your timecard is ready for payroll processing.

Follow these steps to approve your timecard:

1. Go to Paycor blue app
2. Click on show timecard, review your hours for the pay period
3. If there are any errors, missing punches and or missing PTO. Notify your manager before approving your timecard
4. If your timecard is accurate, click on back button (upper left-hand corner)
5. Click on Notices and click submit (on the bottom of the page)
6. Once you click submit you will receive a confirmation indicating Acceptance



THE GROVE RESORT & WATER PARK ORLANDO



January 2020: #109
Current #61
Team Goal: #60



Corner of Wisdom

We have made it a full year since the World Health Organization announced COVID-19 as a global pandemic and the world stopped. When I started in hospitality 17-years ago as a dishwasher, then 15-years ago making my hotel debut as a front desk night auditor, I could have never imagined facing the harsh economic and social conditions we did in 2020. Through it all we have endured and stand today set up for a successful future.

March 2021 brings us the opportunity for a record-breaking month at The Grove Resort & Water Park Orlando. Our reputation scores continue to soar; we are now in the top 15% of Tripadvisor Hotels in Orlando at #60 from a total of 380. As we prepare to welcome the highest volume of guests this resort has ever seen before, our occupancy and revenue will beat years past and be able to finish as the highest grossing month EVER for The Grove!

Thank you all for your hard work and dedication thus far, and yet to come. While we get ready to dive headfirst into this busy season do not forget, we are in this together! Be sure to manage your energy levels and stamina. Please use your resources when you need help. Most of all, have fun with what you're doing! It is our privilege has hoteliers at a resort near the Happiest Place on Earth to facilitate the creation of lifelong memories for the families who choose to stay with us. It is our joy to sell FUN for a living!

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel." – Maya Angelou

Sabrina Morse – Director of Revenue Management

SUMMIT AWARD WINNER:

**Oscar Camargo
Houseperson**

Oscar was recognized for his passion for cleanliness and always helping his co-workers. He always has a positive attitude and is the first one to offer a helping hand.

Congratulations Oscar!



BIRTHDAYS

4/2	Bill C.	FAC
4/3	Danielle M.	REC
4/6	Gerardo R.	CS
4/6	Sarah W.	F&B
4/7	Jordan H.	REC
4/9	David S.	CS
4/10	Rafael P.	REC
4/11	Ernie R.	CUL
4/13	John B.	F&B
4/15	Jessica R.	F&B
4/16	Mike D.	F&B
4/18	Susan S.	Spa
4/20	Rachid M.	F&B
4/22	David G.	FAC
4/23	Aidan H.	REC
4/23	Hernan T.	REC
4/24	Edgar A.	FAC
4/26	Lindsey H.	F&B
4/26	Michael P.	F&B
4/27	Tara M.	F&B
4/30	Aliyah M.	REC

ANNIVERSARIES

4/1	Joe V.	1 Year
4/21	Jenae C.	1 Year
4/22	Yanira F.	1 Year
4/23	Maria B.	1 Year
4/23	Orquidea H.	1 Year
4/24	Dionka G.	1 Year
4/27	Anmarie G.	1 Year
4/27	Carlos L.	1 Year
4/27	Milenie M.	1 Year
4/27	Laurenz P.	1 Year
4/28	Jazmin C.	1 Year
4/28	Natalie C.	1 Year
4/28	Iris M.	1 Year
4/29	Jackeline M.	1 Year
4/30	Trycie J.	1 Year



THE
GROVE
RESORT & WATER PARK
ORLANDO

THE GROVE RESORT & WATER PARK ORLANDO



January 2020: #109
Current #61
Team Goal: #60

LEADER ON THE MOVE

Congratulations Sergio!
Sergio Hernandez was promoted from Guest Service Supervisor to Assistant Guest Service Manager



CELEBRATIONS



Celebrating **Michael Torres** Spa Manager – Birthday



Celebrating **Rod O'Connor** – General Manager – Birthday

RECIPE CORNER



INGREDIENTS:

- | | |
|--------------------|------|
| • Heavy Cream | 3qt |
| • Apple Juice | 4oz |
| • Pineapple Juice | 4oz |
| • Sugar | 6oz |
| • Vanilla Extract | 2oz |
| • Crème Brûlée Mix | 23oz |

DIRECTIONS:

1. In a saucepan, heat the heavy cream then add all your liquid ingredients, take it to a simmer.
2. Add the sugar and stir with a whisk until the sugar dissolved.
3. When the mixture begins to boil, lower the heat, and add the creme brulee mix.
4. Cook for another 3 min, then portion it and leave it cool down.
5. Add some sugar in the top, and brulee with a torch.
6. In a mixing bowl add strawberries, blueberries, and blackberries, add raspberry sauce mix well them add to the crème brulee.



THE
GROVE
RESORT & WATER PARK
ORLANDO

AVANTI PALMS RESORT AND CONFERENCE CENTER

Corner of Wisdom



Maria has been in the hospitality industry for over 17 years and is passionate about providing an excellent and unforgettable experience.

The most exciting part of the industry is that no two days are alike, you will meet new people and new challenges each day. She strongly believes in setting your goals high and not stop until you get there.

Maria Mella, Housekeeping Director



**Summit Award Winner
Elijah Duhaney**

Fun Facts Corner

- April begins on the same day of the week as July every year, and as January in leap years.
- April's birthstone is the diamond.
- April in the Northern Hemisphere is the seasonal equivalent to October in the Southern Hemisphere and vice versa.
- April's flowers are the daisy and sweet pea.



January 2020: #204
Current #175
Team Goal: #170

BIRTHDAYS

3/3	Everley D.	HSKPG
3/13	Raymond S.	GS
3/24	Kevin R.	F&B
3/29	Kelly C.	HSKPG

ANNIVERSARIES

2 Yrs.	Everly D.	HSKPG
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TEARRA CARTER
Guest Service Supervisor



**Safe, comfortable, clean,
welcoming employees**

"I'm grace and This hotel is clean, welcoming and super comfortable and safe. I always enjoy my stays. What honestly making this stay great is being received by Raymond and Tori at front desk. They always receive you with a smile and laughter. They make you feel comfortable from the first. Thank you Tori and Raymond"



AVANTI INTERNATIONAL RESORT



January 2020: #147
Current #115

Team Goal: #100



Corner of Wisdom

In times like these you truly see the resiliency of our industry, the past twelve months have been extremely hard regardless of your line of work or department. Now that the recovery phase has begun and we've been able to see the demand return this spring, the combined effort of teamwork will be the true key to a successful recovery.

"TEAM: Together Everyone Achieves More"

Jeylyn Perez- Director of Sales and Catering



Great Job to our Banquet Team
(Juan C. Jamie L. Hilgado R.)



We are all in this together!



Summit Award Winner Kevin C. (Bartender)

Great job to Kevin C. our Summit Award Winner for February. Over his 2 years at the bar Kevin has done a great job on serving up the best cocktails and drinks. Kevin's positive attitude creates an enjoyable atmosphere for our guest in the pool area.

BIRTHDAYS

- 4/2 Miguel M.
- 4/2 Jackie P
- 4/6 Misselnor P.
- 4/24 Lynn S.
- 4/26 Maria P.
- 4/27 William D.

ANNIVERSARIES

- Sandra G. 1 year
- Raymond E 3 years
- Narch C 8 years
- Jackie P 1 year
- Julio Q 1 year
- Andre R. 1 year
- Leonardo R 1 year
- Graciese 1 year



Recognizing our Team Member Jackie B.

A special Thank You to our Bartender Jackie B. on her great execution as she performed CPR on a guest that was drowning in the pool area. All parties involved are reported to be doing well.



FLORIDAYS RESORT ORLANDO

Corner of Wisdom



Active listening skills and open communication with your team. A good leader needs to listen to their team and openly communicate any updates, schedule changes, occupancy levels, so the team can feel comfortable coming to me with any problems or concerns that they may have. Hard-work and dedication are my keys to success. I practice being punctual, keeping my work areas organized, as a team player always communicating and listening to others and those on my team.

Luisa Rivero, Housekeeping Manager



January 2020: #7

Current #14

Team Goal: #10

BIRTHDAYS

4/3	Roselia C.	HSKPG
4/7	Anthony P.	GS
4/15	Manouce C.	HSKPG
4/27	Oscar D.	MAINT

ANNIVERSARIES

4/1	Thacaigo G.	2 Years
4/15	Luisa R.	2 Years
4/20	Oneida N.	1 Year
4/23	Sari M.	1 Year
4/24	Ana T.	1 Year
4/24	Fany M.	1 Year
4/24	Marisabel C.	1 Year
4/24	Belkys U.	1 Year
4/27	Susy H.	1 Year
4/29	Dianelis R.	1 Year
4/29	Robeira O.	1 Year
4/29	Rosa R.	1 Year



Summit Award Winners:

Top: February
Andrea Ortega

Bottom: March
Belkys Urdaneta



THE POINT HOTEL & SUITES



Corner of Wisdom

Yusep has more than 25 years of experience in F&B management, has worked in several 5 stars Hotel, where he has been recognized with several culinary awards for his cooking talent and has experience as a wine connoisseur.

He is happy to be part of PHM and his leadership motto is, Become the most passionate person you know. It'll be contagious. – Robin S. Sharma

Yusep Rodriguez - F&B Manager at The Point Hotel & Suites

LEADER ON THE MOVE



Congratulations Nicole!
Nicole Ames promoted from
Guest Service Supervisor to
Assistant Guest Service Manager

APRIL 22ND IS NATIONAL ADMINISTRATIVE PROFESSIONAL DAY

“Administrative Professionals’ Day gives us an opportunity to acknowledge and appreciate the good work done by our special professionals....
Happy Administrative Professionals’ Day.”



SUMMIT AWARD WINNER

**Celia Farias //
Housekeeping**

Celia is praised for being a positive persona, hard worker and always checking on others.



January 2020: #17

Current #19

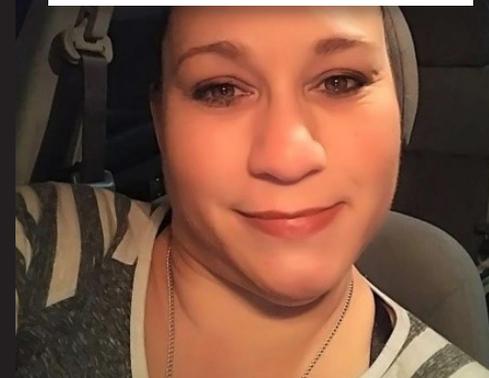
Team Goal: #12

BIRTHDAYS

3/18	Antonia R.	HSKPG
3/21	Rachel H.	F&B
4/2	Luis H. I.	F&B

ANNIVERSARIES

2 Years	Carmen F.	GS
1 Year	Yesenia L.	F&B
2 Years	Corina O.	GS
1 Year	Magi B.	F&B
1 Year	Santa M. F.	HSKPG
1 Year	Rachel H.	F&B
3 Years	Amanda C.	GS
2 Years	Carmen D.	F&B



CARMEN
Front Desk



Great Customer Service

“I love staying here everytime I come to this hotel I check in at a specific time only to check in with one of the best employee which name is Carmen she works 3 shift when I tell you she gives 110% she’s funny and a wonderful person makes my stay here feel like family”

