

Dear Team,

As we enter 2021, we find the first quarter to continue to be challenging relative to building occupancy and revenues for our resorts and the hospitality industry at large. We see that the airline is expecting to struggle through the first three quarters of this year with hopes that in the 4th quarter airline traffic will resume with positive signs of recovery. We remain committed to attracting the drive to markets to help build and keep our resorts open while reducing the financial losses to our owners. This is a commitment we must all share, so I ask you to please do your part. You may say how can I play a role in turning the financial performance of the resort around. It is simple please do the following:



- * **Smile & Greet everyone you come in contact with** – this is easy, and you will see how the guest will appreciate it.
- * **Make eye contact when speaking to a guest** – this reflects sincerity.
- * **Use the guest's name when you can** – try to always find creative ways to learn the guest's name and use it when speaking to them it will reflect personalization and sincerity.
- * **Anticipate the guest needs**– simply think about what you and your family would want on vacation or when relating to a certain situation.
- * **Offer further assistance** – always go the extra step to show you sincerely care and want to assist.

These are indicative of PHM's **"5 Service Standards"** that we all should be using in our daily routine. Also, you doing your job to the best that you can. Always take a step back and ask yourself did I complete this task to the fullest and best of my abilities? This is a great question to ask yourself before moving on to the next task.

By following the above "5 Service Standards" and by doing your best every day; you will be surprised how our guests will notice this. This will foster positive guest comments and create loyalty. This will also create a stronger volume of repeat customers that will keep us all working.

Please think about the above message and let's help each other and our developers as we all, together, we've endured many losses this past year. I appreciate it and I know that you are thoughtful enough to take this message to heart.

God Bless, good health and best regards,
Marco A. Manzie

During the last month and a half, we have been raising funds to support St. Jude's lifesaving mission, and Luckily with the assistance from our great Team Members, we were able to raise over \$1,000.00, which surpassed our first goal amount. If you would like to participate and donate, just scan your phone against the QR Code below. Join us! Together we can help St. Jude change the world. **Our new goal is \$1,500.**



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



CFHLA has announced our very own PHM Team Members; Erin

Arpke, GM-The Point Hotel & Suites and Cedric Pas, GM-Floridays Resort have been elected as CFHLA Board Members. Please join us in congratulating them.

2/12 Natali I.M.C.

2/15 Debbie G.

2/20 Marco Jr.

**Estimados miembros del equipo,**

Al entrar en 2021, encontramos que el primer trimestre seguirá siendo un desafío en relación con la ocupación nuestras propiedades y los ingresos para nuestros resorts y la industria hotelera en general. Vemos que las aerolíneas esperan tener dificultades durante los primeros tres trimestres de este año, con la esperanza de que en el cuarto trimestre el tráfico aéreo se reanude con signos positivos de recuperación. Seguimos comprometidos a atraer el impulso a los mercados para ayudar a construir y mantener abiertos nuestros complejos turísticos, al tiempo que reducimos las pérdidas financieras para nuestros propietarios. Este es un compromiso que todos debemos compartir, así que les pido ayudarnos mutuamente. Muy probablemente preguntaran; cómo puedo desempeñar un papel para cambiar el rendimiento financiero de la propiedad. Es simple, pueden hacer lo siguiente:

- **Sonríe y saluda a todas las personas con las que entras en contacto;** esto es fácil y verás cómo el huésped lo apreciará
- **Haz contacto visual cuando hable con un huésped,** esto reflejara sinceridad.
- **Use el nombre del huésped cuando pueda;** trate de encontrar siempre formas creativas de aprender el nombre del huésped y utilícelo cuando hable con ellos, reflejará personalización y sinceridad
- **Anticípese a las necesidades de los huéspedes:** simplemente piense en lo que usted y su familia les gustaría durante sus vacaciones o cuando se relacionen con una situación determinada.
- **Ofrezca más ayuda:** siempre dé un paso más para demostrar que se preocupa sinceramente y desea ayudar

Estos son indicativos de los “5 estándares de servicio” de PHM que todos deberíamos utilizar en nuestra rutina diaria para hacer el trabajo lo mejor que pueden. Siempre pregúntate: ¿completé esta tarea al máximo y lo mejor de mis habilidades? Esta es una gran pregunta que deben hacerse antes de pasar a la siguiente tarea. Siguiendo los “5 estándares de servicio” anteriores y haciendo su mejor esfuerzo todos los días; se sorprenderá de cómo nuestro huésped notará esto. Esto fomentará los comentarios positivos de los huéspedes y generará lealtad. Esto también creará un mayor volumen de clientes habituales que nos mantendrá a todos trabajando.

Piense en el mensaje anterior y ayudémonos mutuamente y ayudemos a nuestros desarrolladores, ya que todos juntos hemos sufrido muchas pérdidas el año pasado. Se lo agradezco y sé que son lo suficientemente responsables como para tomar este mensaje con el corazón.

Dios los bendiga, buena salud y un cordial saludo,
Marco A. Manzie

Che Manm Ekip Yo,

Kom nou antre nan 2021 nou jwenn pwemye mwatye nan kontinye ap defi relatif nan lokate bilding ak revni pou resorts nou yo ak endistri a Ospitalite an jeneral. Nou we ke avyon an ap tann lite nan twa premye trimes yo nan ane sa a ak espere ke nan 4yem trimes la avyon trafik pral rekomanse ak siy pozitif nan rekiperasyon an. Nou rete angaje nan atire kondwi nan mache ede bati ak kenbe stasyon nou yo louvri pandan y ap diminye pet finansye yo bay met nou yo. Sa a se yon angajman nou tout dwe pataje nan Se konsa, mwen mande ou tanpri fe pati ou. Ou ka di ki jan mwen ka jwe yon wol nan vire pefomans finansye a nan resort nan alantou. Li senp tanpri fe bagay sa yo:

- **Souri & Salye tout moun ou vin an kontak avek** – sa a se fasil epi ou pral we ki jan envite a ap apresye li
- **Fe kontak zye ak pale ak yon envite** – sa a reflete senserite
- **Sevi ak non an envite le ou kapab** – eseye toujou jwenn fason kreyatif yo aprann non an envite epi sevi ak li le w ap pale ak yo, li pral reflete personalizasyon ak senserite
- **Antisipe bezwen yo envite** – tou senpleman panse sa ou menm ak fanmi ou ta vle an vakans oswa le ki gen rapo ak yon seten sitiyaasyon
- **Ofri plis asistans** – toujou ale etap sipleman pou montre ou senseman swen epi ou vle ede

Sa yo se indicative de “5 Sevis Estanda” PHM a ke nou tout ta dwe itilize nan woutin chak jou nou an. Anplis de sa, ou fe travay ou nan pi bon an ke ou kapab. Toujou fe yon etap tounen epi mande tet ou eske mwen ranpli travay sa a nan tout kapasite ak pi bon nan kapasite mwen an? Sa a se yon kesyon gwo mande tet ou anvan ou deplase sou pwochen travay la. Pa swiv pi wo a “5 Sevis Estanda” ak nan fe pi byen ou chak jou; ou pral sezi ki jan envite nou yo ap remake sa. Sa a pral ankouraje komante envite pozitif ak kreye lwayote. Sa a pral kreye tou yon volim pi fo nan kliyan repete ki pral kenbe nou tout k ap travay.

Tanpri reflechi sou mesaj ki anwo a epi kite nou ede youn ak lot ak devlope nou yo menm jan nou tout, ansanm, nou te andire anpil pet nan ane ki sot pase a. Mwen apresye li e mwen konnen ke ou se reflechi ase yo pran mesaj sa a nan ke.

Bondye beni, bon sante ak pi bon respe,
Marco A. Manzie

WELLNESS CORNER

REGISTER BY MARCH 1ST!

We are excited to bring you our **PHM HEALTH FAIR**. [Click here](https://pickatime.com/ParamountHospitalityHealthFairSched) or copy the link below to schedule your appointment.

<https://pickatime.com/ParamountHospitalityHealthFairSched>

Choose one event:

The Grove Resort & Water Park Orlando

Monday, March 8, 2021

8:30 am – 4:30 pm

Orange Blossom Room 1 & 2

Avanti Palms Resort & Conference Center

Tuesday, March 9, 2021

8:30 am – 4:30 pm

Citrus Ballroom A & B

Floridays Resort

Monday, March 15, 2021

8:30 am – 4:30 pm

Palms I & II

Get Your **FREE** Screenings for:

- Cholesterol, Diabetes, Blood Pressure and More
- Immediate Results
- Experts On-Site
- Maximize Health Benefits
- Nutrition, Diet & Fitness Tips!

Health Screens are available to all Team Members and their family.

- Florida Blue Members – it's FREE
- Non-Florida Blue Members – You can still participate for only \$39 per person (paid via payroll deduction only).

Scan to
Schedule Your
Appointment
for the PHM
Health Fair.



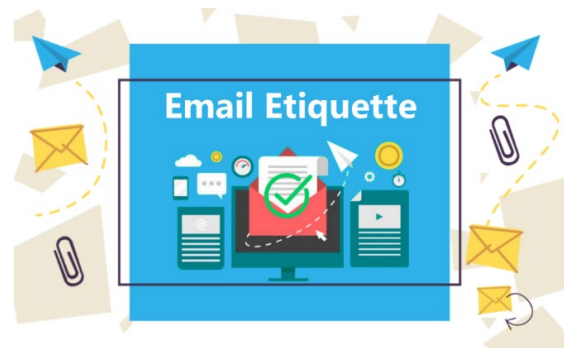
For questions, please contact your HR Manager or hr@phmemail.com.

Appointments required, no walk ins please, fasting for two hours prior to the health screening is recommended, NOT required.

BEST PRACTICES FOR EMAIL ETIQUETTE

Using best practices for email allows you to make a positive impression, communicate more clearly and efficiently.

- Always use the standard signature line set by the company, this makes it easy to contact you
- You want to convey either a neutral or positive tone that is courteous, respectful and transparent
- Be cautious with “Reply All” – avoid inundating a list of people with unnecessary emails
- It is very easy to mis-interpret email communications, so keep your reader in mind
- Keep it simple, be precise and concise
- Avoid the temptation to fire off a quick response to any email that has caused you anger
- Always activate “Out of Office” message when you are off for the day or on an extended period of time, PTO, etc.
- Practice re-reading the email before you send it, try it out loud



THE GROVE RESORT & WATER PARK ORLANDO



January 2020: #109

Current #66

Team Goal: #60



Corner of Wisdom

Many of you might be wondering whether I paid off Rod and Madeline to earn this honor of the Corner of Wisdom, and yes, the check is in the mail from both (lol).

Throughout my career I have wrestled with two principal ideas at the fulcrum of my leadership path and what has allowed me to be successful and will continue to be the principles I rely on to uplift both our Department and the Hotel in the coming year.

“Nothing we do is more important than hiring and developing people. At the end of the day, you bet on people, not on strategies.”

“If you’re not failing every now and again, it’s a sign you’re not doing anything very innovative.”

The world does not stop moving forward on our first or second failure, there is always an optimist in our midst to help us through the most trying times. The trick is finding the right team to surround yourself with to lift you up when you feel most down. After a year where so much seemed to be going in the wrong direction for much of us, there is a glimmer of hope and purpose that a new year will bring. Surrounding yourself with a “bet on people” and the willingness as a team to look forward, try new things, and see the light through the thickest of trees will set you moving toward all the victories 2021 will bring!

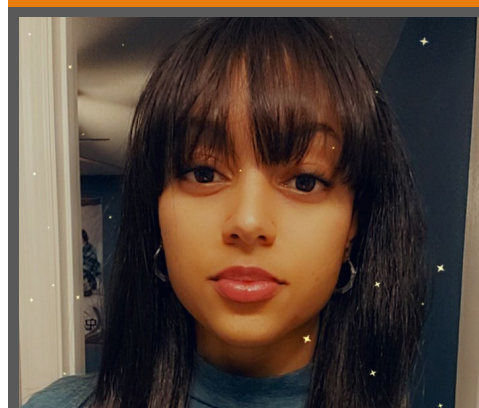
Raymond Weissert, Director of Food & Beverage

BIRTHDAYS

2/3	Francisco B.	CUL
2/11	Stephano B.	CUL
2/12	Viarney B.	HSKPG
2/12	Theresa T.	F&B
2/13	Janet H.	F&B
2/14	Russell W.	REC
2/16	Tiffany L.	F&B
2/20	Chase B.	F&B
2/22	Raymond B.	SEC
2/25	Michael T.	SPA
2/27	Miguel R.	HSKPG
2/27	Chris S.	REC

ANNIVERSARIES

2/10	Christine Y.	1 Year
2/11	Marilyn H.	1 Year
2/16	Israel R.	1 Year
2/24	Hector R.	1 Year
2/24	Winter G.	1 Year
2/28	Pedro M.	1 Year



SUMMIT AWARD WINNER:

Minnie Diaz

Spa Receptionist

Congratulations Minnie!

GROVE RESORT HAS ITS VERY OWN BEER - PINEAPPLE BLONDE ALE

We are excited to have a beer made just for us! Introducing Pineapple Vibes! Guests enjoy their Vacation with our Libation. Our tropical and refreshing blonde ale is kissed with gnarly waves of juicy pineapple, perfect for any sun-soaked day. In partnering with a local brewery, Ivanhoe, we have a beer only available here! Look for our wine coming soon as well!



THE
GROVE
RESORT & WATER PARK
ORLANDO

THE GROVE RESORT & WATER PARK ORLANDO



January 2020: #109

Current #66

Team Goal: #60

Celebrating 1 Year Anniversary of
The Grove Resort with PHM - January 14th



RECIPE CORNER



The Culinary Team has shared a delicious healthy recipe. What better time to take care of our body than in a new year!

Cauliflower Steak with Garlic Parmesan Sautéed Spinach

INGREDIENTS:

- 3 tablespoons olive oil
- 4 cloves garlic, minced
- 1 teaspoon dried oregano
- 1/2 teaspoon dried thyme
- 1/2 teaspoon dried rosemary
- 1/2 teaspoon dried parsley
- 2 heads cauliflower, cut into 1/2-inch slices
- 1lbs Baby Spinach
- Kosher salt and freshly ground black pepper, to taste
- 1/4 cup freshly grated Parmesan

DIRECTIONS:

1. Preheat oven to 400 degrees F. Lightly oil a baking sheet or coat with nonstick spray.
2. In a small bowl, combine olive oil, garlic, oregano, thyme, rosemary and parsley.
3. Place cauliflower slices in a single layer onto the prepared baking sheet. Brush each slice with the olive oil mixture on both sides; season with salt and pepper, to taste.
4. Place into oven and bake until golden brown, about 20-25 minutes, flipping halfway.
5. In a Sautéed Pan combine oil and garlic, until golden brown, add Spinach stir constantly.
6. Serve immediately, sprinkled with Parmesan.



THE
GROVE
RESORT & WATER PARK
ORLANDO

AVANTI PALMS RESORT AND CONFERENCE CENTER

Corner of Wisdom



I started my career 23 years ago in hospitality, now I'm here with my new family at PHM. I want to share what my mom has always said even during this pandemic.

Believe in your heart that something wonderful is about to happen, love your life, believe in your own power and you will innate goodness. I hope these words mean something for everyone and remember: Work Hard & Dream Big! Because anything is possible.

Thank you!
Jose Usquiano, Chief Engineer



Holiday Luncheon

Summit Award Winner Mariaelena Paz (Cook - 1 Yr with PHM)

Mariaelena excels at all areas of her job from the register to the PO system and her interactions with the guests.



January 2020: #204

Current #175

Team Goal: #170

BIRTHDAYS

2/4	Nathaniel H.	GS
2/13	Paula G.	F&B
2/17	Margarita C.	F&B
2/22	Jose U.	ENG
2/26	Libanese V.	F&B
2/27	Mariaelena P.	F&B
2/28	Janet W.	HSKPG

ANNIVERSARIES

2 Yrs.	Katie O.	GS
3 Yrs.	Elijah D.	F&B
7 Yrs.	Luis C.	F&B



KEVIN ROLLE

Lead Cook - 4 Years with PHM



Repeat Visitor

"Avanti is the best resort on International Drive in Orlando. The hospitality is amazing! Elijah at the bar always makes sure we are taken care of. The chef Kevin and Shekinah in the restaurant are so nice and always makes sure our food is good and Raymond at the desk always make sure the guest are well taken care of. You can't beat the price either so if you need a place to stay while in Orlando this is the place!"



AVANTI
PALMS | RESORT AND
CONFERENCE
CENTER

AVANTI INTERNATIONAL RESORT



Corner of Wisdom

As I always say, since I started my career with PHM, I would like to share with you some of the things I have learned along the way. I have allowed myself to learn as much as possible. This helped me become the leader I am today.

In difficult times like what we are facing - I like to always remind the team that "its not the strength of a single person but it's the strength of our team as a whole that makes a difference"

Thank you!

Luis Huete, Director of Housekeeping Avanti International Resort

Holiday Luncheon



Ray L., Yolaida R., John (Suncoast Rep)
THANK YOU for sponsoring



Maria P., Belkys A., Luis H., Jessica C.,
Jeylyn P., Yolaida R., Dulce H., Leonardo R.,
Raymond L. (our Santa), Dominique S.



Summit Award Winner Kaishawn F. (Night Audit)

Kaishawn is proactive and gets ahead of the curve to ensure that operation runs smoothly. As with all of our staff, Kaishawn is willing to go above and beyond her job description to make your guests happy. As assisting with additional tasks overnight and constantly coaches team members where she can when there are more efficient methods of taking care of the task.



January 2020: #147

Current #115

Team Goal: #100

BIRTHDAYS

2/7	Julio Q.	F&B
2/11	Jhonny H.	HSKPG
2/24	Luis H.	HSKPG

ANNIVERSARIES

Kevin C. 2 Years



MARIA P.

Housekeeping Lead

Maria's great work in guest service and housekeeping have led her to be our Tripadvisor of the month. Recently Maria was prompted from Housekeeping Supervisor to Housekeeping Lead at Avanti International. We await the wonderful things she will accomplish in her new position.



Clean & Friendly

"Our stay here was great! The room was nice and very clean. We were surprised by a nice towel decoration of hearts by Maria from housekeeping. Made us feel extra welcome. Staff was very nice and friendly. Will recommend this hotel. Great for couples and or family."



**AVANTI
INTERNATIONAL**

RESORT

FLORIDAYS RESORT ORLANDO

Corner of Wisdom

My first job was working for Fuddrucker's at 15yrs old. I then joined Disney in their CP Program and worked as a Safari Driver at Animal Kingdom and Guest Services.

What I have enjoyed most about my career is no matter where I go, I meet someone I have had the pleasure of working with before.

The hospitality industry is family, and you get to meet so many wonderful people. This year has been tough with COVID-19, but our industry is always finding new ways to best serve our guests and Team Members with new innovations. I choose to work for PHM because I was moving back to the Orlando area, and I heard wonderful things about Floridays on Trip Advisor from the guests. It's such a welcoming warm place with an amazing team!

Christina Estrada, Director of Guest Services



Summit Award Winner
Autumn Cook

HOLIDAY BREAKFAST CELEBRATION



Tripadvisor Hero

DANIELLE MARTINEZ
Guest Service Agent

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

"I make sure I have everything ready for the guest's arrival. I prepare myself mentally and emotionally, I put myself in their shoes. I start my day with an open-minded and positive mentality. I know how much they have saved up to come to Orlando, so I try to make their experience with us as special as possible for them, especially in the middle of a pandemic."

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

"Our guest service standards are top of the line. They will continue to rise as along as we are here. Our amenities are great selection for our guests, they are our top sellers. I have guests that stop in looking for a future stay. They visit our pool area and I mention to them that we have a pool party every Saturday. This attracts them to book for additional dates in the future."



Tripadvisor

January 2020: #7

Current #15

Team Goal: #10

BIRTHDAYS

2/9	Thacaigo G.	GS
2/12	Cedric P.	EXEC
2/13	Robert M.	GS
2/27	Charlie J.	ENG

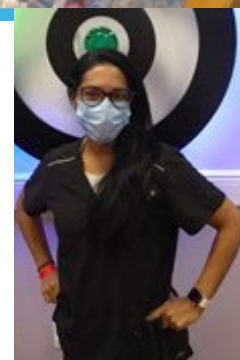
ANNIVERSARIES

2/3	Daline D.	1 Year
2/4	Elsie F.	12 Years
2/14	Felipe B.	1 Year
2/25	Roselaure D.	6 Years
2/26	Gardenia S.	3 Years
2/28	Robert H.	13 Years
2/29	Roselia C.	5 Years



TOYS FOR TOTS

We had a toy drive during the holiday season at Floridays and Ms. Rosa R. from our Housekeeping team donated these toys.



THE POINT HOTEL & SUITES



Corner of Wisdom

I've been in hospitality for over 15 years, my passion is to serve and take care of people. Excellent hospitality means to genuinely care for your guest so that they return and recommend the hotel to all their friends and family. Always give 100 percent of your attention, energy, and time to anything you do. Happy 2021!

Ellena Day, Housekeeping Manager



THE HOLIDAY PARTY



SUMMIT AWARD WINNER

Santa Forte Marin //
Housekeeping

Santa has been working with the PHM for 6 years, always willing to help the team and very detail orientated when cleaning rooms. In her spare time, she enjoys spy movies, taking long walks in the park and spending time with her family.



January 2020: #17

Current #14

Team Goal: #12

BIRTHDAYS

2/1	Sateria R.	HSKPG
2/6	Kailyn V.	GS
2/8	Marta R.	HSKPG
2/18	Yesenia L.	F&B
2/22	Jose S.	F&B
2/26	Carmen F.	GS
2/27	Magi B.	F&B
2/27	Michael F.	ENG

ANNIVERSARIES

1 Year	Ellena D.	HSKPG
1 Year	Ramon R.	HSKPG
1 Year	Jose S.	F&B



JAFET SANCHEZ
Maintenance



My Birthday Trip Wonderful Stay

"The Point Hotel & Suites is the best hotel I been to in Orlando by far. Very clean the staff is so sweet and Jafet Sanchez is the guy to go to for whatever you need. This is my go to hotel whenever I am in Orlando. Overall Amazing."

