



REYNOLDS
LAKE OCONEE

The Weekly Link

Weekly Edition of the Employee Newsletter



Wow of the Week

On November 28th and 29th, the Oconee golf shop hosted a Holiday tent sale for members and staff, located on the driving range tee box. We had a 3,200 square foot tent fixture with banquet tables and racks to display all of our merchandise. We provided a great atmosphere for shopping with Christmas decorations and Danny Dennison played festive music. We even offered complimentary, freshly made cookies and hot chocolate to our “weary” shoppers. It was a team effort by each shop’s staff to identify which merchandise would go on sale, marking the merchandise down, transporting to the tent, putting the product by category, restocking, ringing up the sales and lastly, the end-of-day breakdown. I have so many staff members to thank: Mark Lammi, Kristen and Ryan MacNeill, Jeff and Paul Chance, Caroline Bryant, Ivy Wright, Lindsay Tallman, April Reed, Shayna Barnett, Haley Farrow, Wes Forester, Mike Davenport, Ryan Rios, and Austin Mercer. In addition, there are two All-Stars that stood out from this already impressive staff-Matt Vince and Jared Schimmels. These two gentlemen rose above their comfort levels to wear Santa hats and sell women’s apparel. They were complimented by many members on how helpful and organized their tables were displayed. They stayed from 8:00 a.m. to 5:00 pm on Saturday and Sunday, enthusiastically selling ladies apparel with the help of Jeff Chance, who was restocking and assisting along with them. Not only did everyone work long hours during the sale, but there were many weeks of planning and preparation that went into the event, without one complaint. So many service standards were demonstrated during the sale: exceeding customer expectations, promoting a positive work environment, offering a warm greeting and fond farewell, personalizing the experience, taking care of company’s assets, and communicating politely and professionally. Needless to say, I am very proud of this team!

~Caroline Basarab-Dennison, Director of Retail

Service Excellence Standards of the Week

- ★ Thursday, Dec 31: Personalize the experience. (Theme=Customer Loyalty)
 - ★ ● *Seek out opportunities to build/strengthen lasting relationships (i.e., same hometown, similar hobbies, etc)*
- ★ Friday, Jan 1: Own service challenges through resolution. (Theme=Service Recovery)
 - ★ ● *LEARN: Listen, Empathize, Apologize, Resolve, Notify*
- ★ Saturday, Jan 2: Communicate promptly, professionally and politely. (Theme=Communication Etiquette)
 - ★ ● *Use proper voicemail etiquette (internal and external) and the proper business verbiage*
- ★ Sunday, Jan 3: Take pride in appearance and professional image. (Theme=Professional Image)
 - ★ ● *How have you enlivened this service standard?*
- ★ Monday, Jan 4: Uncompromising cleanliness. (Theme=Workplace Cleanliness)
 - ★ ● *Take ownership for maintaining outstanding cleaning standards*
- ★ Tuesday, Jan 5: Promote a positive work environment. (Theme=Teamwork)
 - ★ ● *What are two examples of how your team can promote teamwork?*
- ★ Wednesday, Jan 6: Take initiative to exceed expectations. (Theme=Take Service Initiative)
 - ★ ● *Find the answer - close the loop*



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Resale Fun Facts

The team of 24 agents and staff in the Sales department have a combined 325 years of experience with Reynolds Lake Oconee and real estate sales.

The team of agents have 235 combined years of experience selling real estate exclusively in Reynolds, Great Waters, and The Landing.

Our sales support team has 90 years between them in providing service and administrative support to our buyers, sellers, and agents.

As of mid-December, our Sales team has generated more than 61,000 contacts (letters, calls, emails, tours) to prospective buyers, sellers, and clients in daily efforts to sell real estate in Reynolds.

From mid-February to mid-December 2015, the Resale team coordinated 3,176 showings of homes, cottages, condos, and duplex properties listed exclusively with Reynolds Plantation Properties, LLC.

Out of the entire membership of the Lake Country Board of Realtors, our team of Reynolds Plantation Properties buyer's agents accounted for more than 80% of those showings in Reynolds.

Property Happenings

Upcoming New Hire Orientation—January 5, 2016

Anniversaries of the Week

Craig Johnson (1/1—9 yrs.) Planning

Travaris Reid (1/2—2 yrs.) Marina LC

Marie Garrison (1/3—10 yrs.) Member Lifestyle

Marchelle Walker (1/3—9 yrs.) Guest Services

Will O'Steen (1/6—23 yrs.) GCM RN

Upcoming Birthdays

Melissa Gavin (12/31) Marketing

Thomas Beech (1/1) Golf Ops RN

Frankie Hines (1/1) Golf Ops CC

Mary Randolph (1/1) Housekeeping

Christy Steverson (1/1) HR

Jean Chapman (1/2) Housekeeping

Steve Pinheiro (1/3) F&B CC

Conner Godwin (1/4) Golf Ops OC

Sheka Redd (1/4) MCC

Michael Cheek (1/5) Guest Services

Emily Bowling (1/6) MCC

Lon Grundy (1/6) Administration

Thought of the Week:

If you want to make your dreams come true, the first thing you have to do is wake up.

- J. M Power

Life as it ought to be

Week 7

- Jan 7: Safety is everyone's responsibility. (Theme= Workplace Safety)
- *Hazard Communication Policy*
- Jan 8: Offer a warm greeting, stay engaged and give a fond farewell. (Theme=Customer Contact/Engagement)
- *Share an experience within your team where the standard was brought to life.*
- Jan 9: Protect and maintain the company's property and assets. (Theme=Fiscal Responsibility)
- *What examples of this standard have you seen?*
- Jan 10: Personalize the experience. (Theme=Customer Loyalty)
- *Recognize personal and professional milestones.*
- Jan 11: Own service challenges through resolution. (Theme=Service Recovery)
- *Listen carefully and empathically with your ears, eyes and heart.*
- Jan 12: Communicate promptly, professionally and politely. (Theme=Communication Etiquette)
- *Answer emails as soon as possible or within 24 hours. Use your "out of office" when appropriate.*
- Jan 13: Take pride in appearance and professional image. (Theme=Professional Image)
- *Represent the company well.*

Week 8

- Jan 14: Uncompromising cleanliness. (Theme= Workplace Cleanliness)
- *If you see debris or trash lying around, pick it up.*
- Jan 15: Promote a Positive Work Environment. (Theme= Teamwork)
- *Support new team members in training service standards and culture.*
- Jan 16: Take initiative to exceed expectations. (Theme=Take Service Initiative)
- *How have you enlivened this service standard?*
- Jan 17: Safety is everyone's responsibility. (Theme= Workplace Safety)
- *Awareness of Emergency Action Plan*
- Jan 18: Offer a warm greeting, stay engaged and give a fond farewell. (Theme=Customer Contact/Engagement)
- *Always engage our members, guests, visitors, team members with positive eye contact, a warm friendly smile and a proper greeting.*
- Jan 19: Protect and maintain the company's property and assets. (Theme=Fiscal Responsibility)
- *Money saved is money reinvested.*
- Jan 20: Personalize the experience. (Theme=Customer Loyalty)
- *Recognize, acknowledge and build upon past experiences.*

Week 9

- Jan 21: Own a service challenge through resolution. (Theme= Service Recovery)
- *Creatively direct the conversation to the positive.*
- Jan 22: Communicate promptly, professionally and politely. (Theme= Communication Etiquette)
- *Business text messages should be written in a professional manner.*
- Jan 23: Take pride in appearance and professional image. (Theme= Professional Image)
- *Dress to impress! Remember, you are always on stage!*
- Jan 24: Uncompromising cleanliness. (Theme= Workplace Cleanliness)
- *Use free time to clean your work area*
- Jan 25: Promote a Positive Work Environment. (Theme= Teamwork)
- *How have you enlivened this service standard?*
- Jan 26: Take initiative to exceed expectations. (Theme=Take Service Initiative)
- *Celebrate initiative publicly.*
- Jan 27: Safety is everyone's responsibility. (Theme= Workplace Safety)
- *View safety as our #1 priority. Bring hazardous, unsafe issues to the attention of management.*

Week 10

- Jan 28: Offer a warm greeting, stay engaged and give a fond farewell. (Theme=Customer Contact/Engagement)
- *End every interaction with a fond farewell.*
- Jan 29: Protect and maintain the company's property and assets. (Theme= Fiscal Responsibility)
- *Minimize waste/understand the impact.*
- Jan 30: Personalize the experience. (Theme= Customer Loyalty)
- *Remember the importance of name recognition.*
- Jan 31: Own service challenges through resolution. (Theme= Service Recovery)
- *Be prepared and equipped to provide viable options.*
- Feb 1: Communicate promptly, professionally and politely. (Theme= Communication Etiquette)
- *Always be aware of your surroundings, limit sensitive conversations in public area.*
- Feb 2: Take pride in appearance and professional image. (Theme= Professional Image)
- *Always wear your proper uniform or adhere to dress code.*
- Feb 3: Uncompromising cleanliness. (Theme= Workplace Cleanliness)
- *What examples of this standard have you seen?*

<p style="text-align: center;"><i>Reynolds Lake Oconee</i> <i>Lifestyle Package Forecast for: 12/31/15- 01/06/16</i></p>											
											Completed: 12/30/15
	Arrival	Departure	RLOC / RI / TLC / RO	Name	Reservations	Agent	Tour Date & Time	Times Stayed	City, State	Lifestyle Package	Notes
1	1/2/2016	1/3/2016	RLOC	Alch, Michael	Golf: 01/03 10:30am at Oconee for 2; Dining Card: QTY: 1 at \$50	Micki Tanner-Baird 706-347-2530 (M)	01/02/16 @ 4:00 p.m.	0	Bannoch Burn, IL	X	
2	1/5/2016	1/8/2016	RI	Sidhu, Hermann	Spa: 1 Card; Dining Card: QTY: 1 at \$100	Jere Mills 706-817-9828 (M)	01/06/16 @ 9:30 a.m.	0	Dunsany Co Meath, Ireland	X	
RLOC= Reynolds Lake Oconee Condo RI = Ritz TLC = The Landing Cottage RO = Landing Room											