

The Village News



(Top to Bottom) Tranquilo Hotell, Hotel Lush Royale, Winterset Suites, Tara Hotel

FROM THE MANAGER'S DESK

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NBV in the News & Media

We have had an exciting few months in the Village. We were hosts to the filming of Ride Along2. This brought a lot of attention to NBV. Most recently we were recognized by Channel 10 news. They did a segment showcasing our properties and describing the improvements we have made in the area. If you haven't already seen this, take a moment to view the clip:

<http://www.local10.com/news/building-boom-underway-in-fort-lauderdale-beach/27672424>

We are all part of something very special. This little area was resurrected from what was once a dilapidated and unsafe community, without a name, to a welcoming, European style neighborhood that now has a name, North Beach Village. We are well on our way to having North Beach Village recognized as one of the best destinations in Florida.

You can expect more media attention in the future. There will be writers of magazines, travel editors, newspapers and TV stations that will continue to reach out to learn what the latest and greatest is in North Beach Village. Although it is tempting to converse with media representatives, it is important for us to provide accurate and up-to-date information to those that inquire. We must maintain consistency in our vision and message. That said, please direct all interested parties to me via email and refrain from providing information. Most credible media groups make arrangements in advance and do not show up on our doorstep.

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MANAGER'S DESK

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Village Speakeasy

The following days are available for anyone who wants to share ideas with me.

Friday 9/12

Tuesday 9/16

Thursday 9/18

My door is open for anyone who would like to pop in. Send me an email requesting time and it's a date.

Growth Chart of NBV: Going in the right direction



Thank you for helping us grow. Recent analysis has shown that we have exceeded the number of new reservations being made from previous years. We are well on our way. Our summer promotions have brought new visitors, which is a welcome addition to what is normally touted as "off season". We plan on doing more promotions that will in-turn retire the phrase "off season".

Thank you.

Words to Live By

What distinguishes us from another is how well we have developed our goals and our actions toward making them reality.



Uniform Ideas

We still have not found the perfect logo that we feel signifies the true spirit of North Beach Village. That said, we haven't changed our uniform style, thinking that one day, this will change. Most of you have been sporting the white collared uniform shirts. If anyone has suggestions for some new styles, feel free to share. Obviously, price matters. Here was one suggestion from **Michael Torres** at **TropiRock**.



Photo courtesy of Denise Flik

PROJECT UPDATES

Ulrika's Corner

Ulrika Kristofersson, Interior Design

North Beach Village continues to refresh, both inside and outside, as we create a compelling seaside destination with our own unique flare. My head is filled with swatches of color and creative designs that we hope guests will continue to appreciate and return to again and again.

First up, we're putting the 'tropical' back into **TropiRock** with upgrades throughout, including new kitchens and paint in light yellows, blues and greens. **Beach Gardens** annexed six rooms at **528 Antioch**, and we're completely redoing them with pink and green accents. **Lush Royale** is receiving an update to two of their rooms, and the office at Bermuda-styled **La Casa** is changing into a one-bedroom suite. Finally, guests at the **Royal Palms** spa will soon be enjoying a new lobby while awaiting treatments.

The improvements also extend outdoors. Watch for a new **Winterset** sign in the near future. One of my favorite summer projects was beautifying exteriors around the Village which included a new painted bike and flower pot at **Birch Road**. Look for more of these thoughtful touches around our properties as we continue to create a treasured community by the sea.



The Fix: If you feel there is something that needs to get replaced or cleaned up, please notify me at ukristofersson@northbeachvillageresort.com. Some things I am looking to update are: broken, moldy, outdated or damaged furniture (indoor and outdoor); scuffed paint; broken, faded or outdated umbrellas

Renovations Progress

After a 2 and a 1/2 month shut down, renovations for the **Winterset Suites** were completed on July 30th. The newly redecorated rooms, all located in the north building, went through extensive cosmetic changes.

The 14 rooms all received new furniture, brand new air conditioners, and a fresh coat of paint, which included walls and headboards, accented in coral and turquoise. Nine of the suites received updated kitchens, sleek retiled flooring and refurbished bathrooms. The exterior to the north building had minor touch ups with the walkways.



The old **Robindale** building, which is now part of the **Royal Palms Resort and Spa**, will receive a sleek, modern look and feel, resembling the current style of the Royal Palms. The entire property will be marketed similar to the Axel Hotel in Barcelona and the Out Hotel in New York City - an adults only property, free and tolerant, where diversity and respect are valued. Any type of adult customers are equally welcome, without prejudice to their sexual orientation.



PROJECT UPDATES

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Our new construction is moving along, too. The 15-unit flagship **North Beach Hotel** has been completely renovated in an Art Deco-meets-beach theme and will include meeting space and a new indoor/outdoor restaurant run by **Orlando Alvarez**. The top floor will feature a 2 bedroom penthouse with roof top access and another large guest room that can be converted into a space perfect for wedding and corporate events.

Sixty-four unit **Flow** is also an extensive renovation with lots of white wash, sea foam greens and light blues to carry through the coastal, water-inspired theme. We hope to see progress with opening a section of rooms within the next 8 weeks.

The **NBV Fitness Center** at Birch is almost ready to open. There are a few more touches to be added and then we will be ready to offer this amenity to our hotel guests. Look for an announcement soon for a scheduled Grand Opening.

Review Workshop

You are aware of the importance of reviews, and how they further solidify the success of our business. We have created a catchy term that has become our mantra when it comes to the importance of reviews. **Review-Centric**.

We should all be review-centric. Our goal is to get as many positive reviews as possible. We are measured by our reviews. Choices are made based on our reviews. We have a great team. There is no reason why we can't increase the number of reviews posted. Remember, when you have done a great job, you deserve a great review. Don't be afraid to ask.



Some properties like **Victoria Park, Aqua** and **Royal Palms** have seen an increase in positive reviews this month. **Grand Palm Plaza** has received **eight** 5-star reviews in a row on TripAdvisor. Some reviews highlighted the outstanding services from not only the GSMs but Housekeepers and Groundsmen too!

Special thanks to **Philip Lafond** for sharing his experiences and best practices with our team members.

Concierge Program

North Beach Village is looking to provide a more concierge-like service to our guests. We need your help to come up with what our guests really want and need.

Steve Keller and **Darryl Fleming** have teamed up to work on this project. They are collecting information to find out the most frequently asked questions, i.e., what guests want to do, where to go, what to eat, etc. Once all the information is in, we will provide you with everything you need to keep our guests happy, entertained and coming back for more.

A newly designed welcome packet is currently being tested at **Victoria Park Hotel** that provides the vacationer information in regard to shopping, dining and sight-seeing attractions.



BUSINESS REMINDERS

The Plaza Bistro

As a reminder, summer hours are still in effect for the operation of the **Plaza Bistro**:

Monday & Tuesday	CLOSED
Wednesday & Thursday	6pm-10pm Dinner Only
Friday	8am-12pm Breakfast 6pm-11pm Dinner
Saturday	8am-12pm Breakfast 6pm-11pm Dinner
Sunday	8am-1pm Brunch 6pm-10pm Dinner

PARTIES & EVENTS

Please encourage interested parties to send their inquiries to: events@northbeachvillageresort.com or call 954-245-2574



Village Shoppe

Don't forget to direct guests to the **Village Shoppe** at the **TropiRock Hotel** where sodas, muffins, snacks, toiletries can be easily purchased for the convenience of our guests. Centralized bike rentals are available at this location.



Human Resources

We are happy to have **Shelly Cameron** from Cameron & Associates as our new HR Generalist for North Beach Village. You can reach Shelly by either calling 954-610-6087 or emailing humanresources@northbeachvillageresort.com. All appointments must be made in advance.

Shelly will be able to help you with.

- Payroll & Healthcare inquires
- Employee/Management Counseling
- Onboarding New Hires-handbooks, uniforms

Payroll Processing

Please direct payroll reports to: kteague@nbvresorts.com, sali@nbvresorts.com, cc: csposa@nbvresorts.com

Courier Service

Monday, Wednesday & Friday: Please be sure to have all items ready for pickup. Include all mail, receipts and correspondence.

Village Yoga



As a reminder, **NBV Village Yoga** weekly classes are at **Beach Gardens** by the Antioch Avenue entrance. Classes are held Tuesdays at 6:00 p.m. and Saturdays at 9:30 am. A temporary Thursday 6:00 p.m. class is available through next month.

EMPLOYEE NEWS

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Who's New in the Village

We officially would like to welcome the following individuals to the North Beach Village family:

July & August New Hires

Sarah Logan - Purchasing Officer

Alexis Borochoff - Artist/Designer (former Corporate Accounting Dept)

Herminigildo Suratos - Housekeeping Director

Milady Russell - Housekeeping

Barthelemy Commandant - Housekeeping

Clavaroche Amicy - Housekeeping

Ulf Haakan Moeller - GSM, Victoria Park

Adilson DeSouza - Security/Royal Palms

Welcome back to **Chhiuen Videtto-Durning** who is working as a GSM at **Grand Palm Plaza**.

Outsource team members assisting in Guest Services: **Michael Torres, Che White**

We want to send best wishes for speedy recovery to **Tara Shingles** and **Michael Festa**. We miss you both.

Paul Guralchuk, current Manager of **Victoria Park Hotel**, has resigned. We are thankful for his years of hard work and dedication; starting from the initial purchase of **Schubert Resort**, to the transformation to the successful Victoria Park Hotel.

Joe Gonzalez, at VPH, will be taking the lead role moving forward. In addition to handling day to day hotel operations, Joe will also be responsible for the addition of the bar and the restaurant to this location.

Danielle Schmergel, who has had her capable hands in almost every one of our family properties near the beach, will also be leaving us next month. We thank her for her professionalism and dedication to the village and wish her the best of luck.

Employee Appreciation Day

Calling on Housekeeping, Engineering, Groundskeeping, Landscaping, Guest Services, Renovations/Interior Design, Corporate, Restaurant staff to come up with an activity specific to your department.

For example, toilet paper relay (housekeeping), programming a digital lock (engineering) etc. etc. you get the idea. This will be a fun way to celebrate all that you do on Employee Appreciation Day. All departments should be represented.

Please provide **Edward Otto Zielke** at ezielke@grandpalmplaza.com with the details of your activity. We will schedule a time for each.

Employee Appreciation Day gives all of us an opportunity to not only network, but show each other how much we genuinely appreciate the work each of us brings to the function of North Beach Village.

Pizza will be provided. We welcome employees to bring their favorite dessert dish.

Date: September 9, 2014

Place: Beach Gardens (Antioch side)

Time: 12:00 p.m. to 7:00 p.m.

International Housekeepers Week: September 14-20

This event honors the professionals who create and maintain a safe, clean and fit atmosphere for their employers. Often, people fail to remind housekeepers how much they mean to them, but there are a few ways you can thank them for their services and make them feel special.



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Aqua guests showing off their colors



Guests showing their appreciation

It's nice to see guests show their appreciation to our hardworking Guest Service Managers. Two women went and bought Darryl a birthday cake!



Baby Updates

it wouldn't be a Village newsletter without a Baby Update!

On August 23, Lucie's daughter, **Stella** celebrated her 1st birthday! (top) Amanda's son, **Jason** now is a month old & almost 7 pounds. (bottom left)



Finally, Kat's daughter, **Mila** turned 4 months old. already "talking" alot like her old sister Emma and even trying to say mama. (bottom right).

Buried Treasure at the Elysium: A Mysterious Pond is Discovered and Reborn!



Sometimes what we are missing most is right in front of us! Just last week a mysterious pond filled with baby tad poles was discovered in the courtyard at **Elysium Resort**. The pond was secretly hidden away under a bunch of beautifully overgrown bushes. It is being restored to its original state.

"Getting down and dirty can be a blessing in disguise ... It's going to be a sight to see once they lay down the rocks, I cant wait to get that water flowing!" says **Andrew Scott**. We have high hopes for the future of the Elysium. This is just the beginning! We'd like to give a special shout out to the **landscaping team**; great job guys! Stay tuned for after pictures of the finished product.