



Salvi Photography 2012



Fall & Winter Newsletter

November 2012

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New General Manager Appointed By The Board Of Directors

On July 21st, 2012 the Board of Directors of the Four Seasons on the Gulf Association announced that it had appointed Mr. Salvi Bautista as the new General Manager for its Resort Operations.

Mr. Salvi Bautista brings more than 18 years of experienced leadership in administrative, operational business management, as well as sales and marketing. He has proven experience in increasing annual sales, asset growth, as well as managing sales and operational staff.



Mr. Bautista was born and raised on Galveston Island, and grew up working with his parents in the Hospitality industry in their local Inn. After which he branched out to retail operations, becoming a successful Store Manager and leader with a few Fortune 500 companies such as; GameStop, Sprint, and Verizon Wireless. Aside from his retail

experience, Bautista also has a great deal of property management experience with national hotel brands. His career has taken him from island life to living along the west coast in California, and Oregon.

Mr. Bautista has significant experience in business management. He is accustomed to overseeing demanding day-to-day business activities, while maintaining responsibility for business development, increasing revenues, and producing a high level of customer service and retention.

"I have a passion establishing a welcoming team work environment, but you have to start from the inside out – by having the right people in place 1st." With that said a new exciting team was brought on. Nicole (pictured with Salvi here), is just one who is sincerely dedicated to assisting all owners and guests who visit the resort.



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A Detailed Cleaning Like Never Before

Just over 15 Weeks ago, General Manager Salvi Bautista brought in a new Housekeeping Team – West End Cleaning.

West End Cleaning is owned and operated by Brenda Rodgers and her business partner Melissa Ramos. West End Cleaning has been in the business for over 16 years now, serving both residential and commercial properties throughout Galveston County. Brenda and Melissa are quick, while providing thorough inspections of their team performance.

Their team includes a 10 person crew on full weekends and 8 on anything less. The Housekeepers are assigned 2-3 per unit, a system that some of the top resorts utilize to turn around rooms in a short time frame. Their crew consist of the following;

- 6 – 8 Housekeepers
- 2 Runners & Patio Cleaners
- 2 Cleaning Inspectors

Brenda and Melissa are usually the Cleaning Inspectors once they receive notice from their team that the unit is clean. They have a very detailed inspection process that they review, before notifying Salvi (the GM) that the unit is ready for his final inspection.



Pictured above; the West End Cleaning crew with Owner Brenda Rodgers and her Business Partner Melissa Ramos.

Salvi has arranged with West End Cleaning to provide 2 key services to the resort.

- A Mid-Week Cleaning can be arranged for all guests of resort, upon request for a \$50.00 fee.
- A detailed Deep Clean is currently in place to the resort. Salvi and Brenda, work together to select a unit every week that will receive the detailed cleaning.

Our Deep Cleaning program has really helped in the overall cleanliness of the units. To date, West End Cleaning has already completed a deep clean on 15 of the 20 units.

By the mid-December every unit would be complete, and will be followed up with another Deep Clean in the Summer of 2013.

“You can feel the difference in the cleanliness of the unit. I have been an owner for 20 years, and it has never looked and smelled this clean” said a longtime owner.

The level of quality service they have been providing to resort is very noticeable and welcoming.



Future Space Banking with RCI

Resort policy now requires that all owners who are members with RCI, must have Resort Maintenance Fees current for the year that they wish to spacebank/deposit their unit, thus allowing week/weeks to be cleared for deposit.

This means that the Resort Maintenance Fees must be paid for the year that an Owner wishes to receive the RCI benefits of banking early, and this can be done up to 2 years in advance. To become current on your Resort Maintenance Fees to deposit early, Owners will just need to pay the resort fee at the current year’s rate.

If the Resort Maintenance Fees go up after payment has been submitted, the difference will be billed - allowing RCI weeks to remain cleared for deposit.

GM, Salvi Bautista understands that many owners may have missed the April Newsletter, which had communication on the policy. Salvi made it a priority to include it in the Fall/Winter Newsletter.

2012 Example of Owner who is not current, and who wants to deposit for 2013 and 2014:	
Unit 1 Week 48	
2012 – Current	PAID \$520.00
2013 – Not Current	Owes \$520.00
2014 – Not Current	Owes \$520.00

PAYMENTS MADE EASY



Credit Cards Now Accepted

Earlier this year, the resort added Owners the option to make payments for Deposits, Purchases, & Resort Maintenance Fees all with Credit Cards. Personal Checks are still accepted, but many Owners love this option.



GM, Salvi Bautista adds more personal touch for any payments now made with the Resort. He will send a personalized letter and receipt mailed or emailed to all owners, as confirmation the payment has been processed in our system for that owner's account.

Payments can easily be made over the phone for owner convenience.

SPECIAL SALE PRICE



Resort Owned Weeks for Sale

The Four Seasons on the Gulf is having a **Special Sale** for all Resort Owned Weeks (excluding summertime) for only **\$550.00**. This price will include the 1st years Maintenance Fee, which then leaves the overall cost of only \$20.00 to own another full week.

Space is very limited. For more details and interested parties, please reach out to GM Salvi Bautista via email with your request. Salvi will send the current inventory (which will include summertime options), all resort owned weeks available.



Renting Out Your Timeshare



The Board of Directors has reaffirmed earlier actions and statements regarding unit rentals - the Four Seasons on the Gulf Resort is not in the business of renting any units. Owners do have the option to use or rent their timeshare week/weeks when their Resort Maintenance Fees are current for that year. Renting can be done personally or through the use of renting professionals. The Four Seasons on the Gulf is committed to honoring your rental arrangements.

Renting out your timeshare is great way to maximize your profit, especially through the use of renting professionals. Owners who are not up-to-date with their resort fees for the current year, will need to pay the fees for the week they wish to have rented before it can be allowed.

Once a renter has been confirmed, the Owner must contact the Resort Office by fax, email, or written notice, indicating the party that will be occupying the unit and for the number of days. It is the owner's responsibility to ensure that the Resort Office has a record of an incoming renter – or the renter could be denied.

Aside from any deposits or advance payments made for the renter through a realtor's office, the renter will also be required to have a credit card for the Resorts Security Deposit of \$200 at check-in. All resort guidelines and policies will still apply to the renter.

For a recommended list of real estate offices that specialize in vacation rentals, please email your request to GM, Salvi Bautista. The recommended offices may also assist you in **selling your timeshare**. For more information please contact the office.

Improvements & Beyond

As many owners may have noticed, this year marks many great changes and has seen many improvements, as the resort moves in a positive direction.

Staffing has changed on all levels at the resort, from management, office personnel, maintenance, and housekeeping. Everyone now staffed at the resort, genuinely cares for all guests well-being and the growth of the resort.

RCI visited the resort in August and met with President; Oscar Davis, and General Manager; Salvi Bautista. They were presented with RCI members' feedback and issues that need to be addressed, and recommended improvements.

The RCI visit was viewed by the General Manager as an opportunity to turn things around for the resort, and help all Owners who are RCI members with their trading power. Therefore, the Board approved a Replacement Plan for all items in the unit going forward, rather than replacing on an as-needed basis.

With that in mind, Salvi Bautista set his goals on bringing the resort up in ranking and amongst its Owners. Salvi has corrected, and has upgraded the Wi-Fi network to be accessed anywhere on property, inside or out.



Just in the last month, many improvements have been made to the units themselves. The key items below have been completed in every unit under the new management;

- New Electric Ranges/Stoves
- New 12-Cup Coffee Makers
- New Desk Phones
- New Stainless Steel Pots & Pans
- New All White Towels

In addition to the improvements that have been made, the following are projects we are continuing to complete in every unit;

- New Air Conditioners
- New Appliances (Refrigerators, Microwaves, & Dishwashers)
- New Small Kitchen Appliances
- New Dish Sets

In addition to all the interior improvements in progress, we are planning major exterior repairs and improvements as well;



- Restoring the Tennis Court
- Phase 2 of remodeling; the rear side of the property and Office (with Hardieplank Siding, and Hurricane Proof Windows)
- Replacing all Doors to units, eliminating physical keys, and adding card key locks. (part of the remodeling phase)
- Exterior Painting of the Entire Property (part of the remodeling phase)
- Landscaping the property

The overall cost of the long range plans may prove to be very costly. When all plans have been finalized and firm cost estimates determined, the information will be made available to all owners.

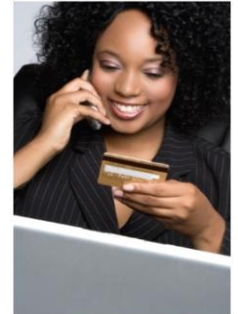
When all the short term and long range projects are completed, you will see a beautiful place to stay for vacation and readily recommend to your friends and family while on Galveston Island.

2013 RESORT MAINTENANCE FEES

2000	500	500	500	1,000	1,000	1,000
1,000	400	300	200	1,000	200	1,000
1,750	400	400	400	1,000	200	1,000
500	200	300	300	500	500	500
3,400	100	100	100	1,000	1,000	1,000
2,000	700	700	700	700	700	700
2,100	400	400	400	400	400	400
2,000	500	500	500	500	500	500
13,400	10,500	10,500	10,500	10,500	10,500	10,500
100,000	100,000	100,000	100,000	100,000	100,000	100,000

Maintenance Fees

As 2012 comes to close, it is now Resort Maintenance Fees time. The Board of Directors has approved the 2013 fees to be **\$530.00 per owned week**, a slight increase to build funds that can be used toward resort improvements.



As a reminder that effective on **January 15th, 2013**, any owners that have yet to pay on any remaining weeks, will be assessed a **\$50.00 Late Fee after the 15th of every month passed**.

As an option, you can always pay earlier if you wish by personal check or by a credit card over the phone. Payments are due from **November 15th – January 15th**.

Attached with this newsletter, you will have the **2013 Projected Budget** for the resort, along with the actual **2013 Resort Maintenance Fees Invoice**. Please be sure to update your information with us, as many owners may still have older names, or phone numbers listed for their week.

LIKE US ON FACEBOOK



We have an official Facebook page now! Be sure to check it out to stay up to date on the latest details regarding the resort. Pictures and Specials will be posted here first. So like us today, and check-in when you are on property.



www.facebook.com/fourseasonsresort