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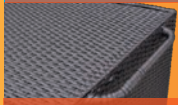


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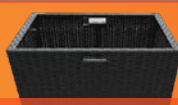


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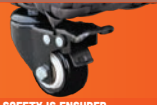
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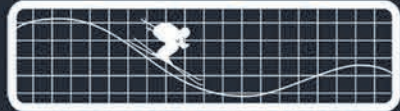
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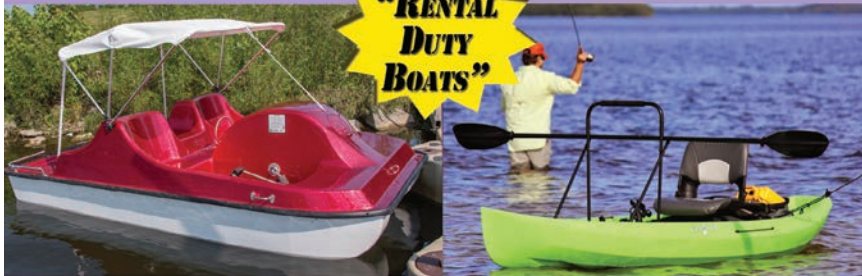


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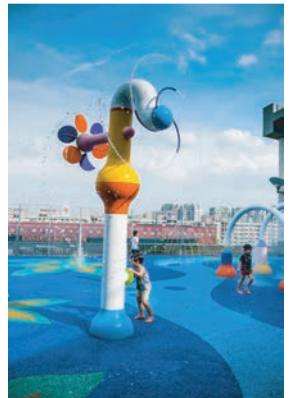
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October 24

Capital Grille at Millenia Mall
5:30 – 7:30 pm

Every Pinktober event is raising funds for SEND ME ON VACATION*. Pinktober events will feature items for **raffle, specialty cocktails** and as always **great networking opportunities**. Rally your friends and co-workers to attend along with you to add to the fun and giving.

Can't attend? You can still be a part of the Pinktober giving. Donate an item to raffle at one of the Pinktober events. Or you can use the specially designed WIN Pinktober giving link to make your monetary donation.

To learn more about Pinktober events or to give online please go to www.arda.org/Pinktober.

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Top Team Members

Meet the People Who Make the Resort Industry Great!

by Marge Lennon

Jeffrey Mitchell
Resort General Manager
Resort Sixty-Six & Via Roma
Bluegreen Resorts



In the nearly two decades Jeffrey Mitchell has worked with Bluegreen Resorts, he has grown professionally from his initial job right out of high school as a marina attendant to being named the top Assistant Resort Manager in ARDA's 2018 award competition.

His Bluegreen journey began in 1997 at Shenendoah Crossing in Gordonsville, VA where he checked out boats for guests. Recalling those early days, he says it was the best job a young man could have so he decided to remain with the company, quickly advancing to positions of greater responsibility. Along the way, he earned a business degree from Longwood University in Farmville, VA, and found his second calling as a restaurant manager as well as a resort manager.

IN 2006, Jeffrey worked a short time for another Bluegreen property and moved to the restaurant world for several years, returning to Shenendoah in 2015 as Guest Services Manager. When key personnel suddenly left the resort's multifaceted Food & Beverage team, not only did Jeffrey step in and stabilize the collapsing department, but he did so at extreme personal sacrifice. He voluntarily took on the challenge even though it meant indefinitely delaying surgery that ultimately relieved severe knee pain.

In addition to his resort management role, he used his restaurant knowledge to implement proven F&B procedures for a 60-seat onsite restaurant and deli that served several hundred guests each day on the 1200-acre resort. Although his F&B team was understaffed at the time due a challenging labor market, his department ended the year with a net operating profit of \$90,000, compared with a loss the previous year.

Commented Ada Soriano-Grzywna, Senior Vice-President of Resort Operations for Bluegreen, "Beyond simply keeping the kitchens open and operating, Jeffrey personally cooked in them. He called on his F&B background and worked multiple kitchen shifts, prepping, cooking and cleaning. He was so obsessed with serving the customer that he worked daily from 6 a.m. until 11 p.m. – running both front desk and F&B in addition to his role as guest services manager. His unhesitating decision to jump right in and help wherever needed, set the tone for the resort's entire operations. For a period of several months, he was a One-Man-Show, running all F&B outlets until they were fully staffed."

In 2017, he served as assistant manager at Bluegreen's Laurel Crest resort in Pigeon Forge, TN for about a year. In July 2018 Jeffrey was named Resort Manager for two legacy 28-unit beachfront resorts in Bradenton Beach and Homes Beach in Southwest Florida. Many of the fixed-week owners have been coming to their resorts for as long as four decades. An interior renovation is planned for Via Roma during the coming year.

"Because these are small, extremely high occupancy properties," says Jeffrey, "our entire staff of 15 pitches in to do multiple tasks. It's a very cohesive and hands-on team. The beachfront location is totally different from other larger Bluegreen resorts where I have worked in the past with a team member for each specific task. Here, everyone has multiple skills as we work together harmoniously as a group on a day-to day-basis."

It's been a long, circuitous route from Virginia to North Carolina, Tennessee and now Florida, but Jeffrey has treasured every minute of the journey. When not providing hands-on customer service, he loves golf, basketball, football and cooking, preferably Italian fare.

"If you want to work in the hospitality industry," says Jeffrey, "the timeshare industry is the place to be because you are serving guests during the favorite week of their year when they are most happy enjoying their annual vacation. This enables us to provide them with great experiences and memories as we share in their happy times." ■

Marge Lennon has been a publicist and writer for the timeshare industry for over three decades. Her byline appears frequently in industry publications. She most enjoys writing articles that are "interview driven" and writing ARDA award nominations, with an impressive track record of wins over the years.

FACES & PLACES



Hilton Grand Vacations Inc. (NYSE:HGV) announces it has acquired interests in The Crane Resort in Saint Philip, Barbados. The timeshare weeks that will be available to HGV owners and guests will be branded "Hilton Grand Vacations at The Crane." This will be HGV's first offering in the highly desirable Caribbean market.

"Our owners tell us how much they love beach vacations, so we couldn't



Mark Wang

be more excited to offer our first Caribbean destination within a world-class resort and a spectacular location," says **Mark Wang**, president and CEO, Hilton Grand Vacations. "This new project is one more way we're continuing to expand our brand presence and maximize customer experience."

The Crane Resort was founded as Barbados' first resort in 1887 and is the oldest continuously operating resort in the Caribbean. This resort is located on 40 acres of beachfront property on one of the top beaches in the world.

Resort amenities include a 1.5-acre cascading cliff-top pool complex, day spa, retail, fitness center, kids' club, gardens, rooftop terraces and award-winning dining with seven restaurant and beverage options. In addition, many suites have large, private swimming pools.



Twenty-six condominiums in the **Harbor Hill at Provincetown**

Resort in Provincetown, Massachusetts were sold as a bulk sale on September 4, 2018. The resort ceased operations on August 30, 2016, when the operating entity, Harbor Hill at Provincetown Condominium Trust, filed for Chapter 7 bankruptcy. Warren E. Agin was appointed as the bankruptcy Trustee and oversaw both the termination of the resort timeshare program and sale of property in its entirety to a single buyer, The Town of Provincetown through its Provincetown Year-Round Market Rate Rental Housing Trust. NRC Realty & Capital Advisors, LLC (NRC) served as the marketing and sale agent and assisted the Trustee during the timeshare termination process.

The property sits on a 1.2-acre site and is comprised of twenty-six one, two, and three-bedroom condominiums spread across four, two or three-story wood frame, wood shingle buildings. Parking for approximately 27 cars is available on-site. The property is expected to become workforce housing rentals given a shortage in the market.

"It has been a pleasure to serve the owners, Trustee, and courts throughout this lengthy process. We appreciate the interest of Provincetown and all of the bidders who tendered offers. Additionally, we would like to thank the owners for their cooperation during the timeshare termination process, which was complex and required a lot of coordination among all parties." Commented David Levy, NRC's Vice President who managed the sale and timeshare termination process. "The events leading to the bankruptcy were unfortunate, but we are pleased that owners will receive a recovery and the property will be repositioned in a way that helps this iconic community."

The Canadian Vacation Ownership Association (CVOA) has announced that **Dennis Mosely-Williams**, Founder of **DMW Strategic Consulting**, will deliver the keynote address at VO-Con 2018, the association's annual conference. VO-Con will be held September 25-27 at the Westin Trillium House Resort in Blue Mountain, Ontario, Canada. The keynote address will take place on Thursday, September 27 following an interactive session on Delivering Exceptional Resort Experiences.



Dennis Mosely-Williams

Dennis Mosely-Williams will address "CREATING TRANSFORMATIVE EXPERIENCES— What inspires companies, and what makes them inspiring?" As an expert based in Edmonton, Canada, the keynote speaker shows organizations how to create transformative experiences for clients, customers and employees. He captivates audiences with his passion, humour and vivid examples of exceptional experiences that create competitive advantage. A certified expert in the Experience Economy, Dennis helps organizations understand that customer experience is the predominant economic offering in the world today. His talk will demonstrate ways in which experiences can be crafted and staged so that they entice, educate, satisfy and transform.



Grand Pacific Resorts partnered with **Christel House International** to pioneer a new summer internship program. The resort management company has been an avid Christel House supporter since 1988 and hopes to raise awareness and inspire more participation within the timeshare industry.

Christel House is a recognized leader in education that transforms the lives of students from underserved communities in Indianapolis and around the world by providing free tuition for grades K through 12, and contributes services to create a successful future for kids and families. This year, Grand Pacific Resorts expanded their commitment to Christel House by providing internships to two Christel House graduates from Indianapolis, IN. Charley and Zicri both attended the Christel House Academy from first

grade through their senior year in high school.

Grand Pacific Resorts provided the interns an environment similar to college curriculum, including a course schedule aligning to projects, assigned objectives, taught career workshops, and equipped them with a point of contact similar to an academic advisor. The resort management company also scheduled fun outings where team members bonded with the interns. As the team learned about the journey these two inspiring students have been taken to adulthood, the experience became a humbling reminder that there's so much to be grateful for.



Buchanan Creative Solutions announces the launch of a new video and marketing solutions company, focused on personalized service and powerful messaging to help clients grow their business.

"No two companies are alike. With a proven record in design, illustration, animation and editing, our strength is the ability to partner with each client and bring their communications to life through video," said **Yuri Duncan**, CEO of the new company. "Whether you are a startup, an established small company or a department within a large organization, Buchanan Creative Solutions can help you effectively educate customers and promote the products and services you offer. Our goal is to provide the most professional yet affordable solution available."

Rich Paliwoda, President of **Global Business Development**, with 25 years of experience in the hospitality, telecommunications and financial services industries with companies including Cendant, Wyndham Worldwide, Lucent Technologies, AT&T and Reuters, helps clients improve and grow their business with Buchanan's engaging video solutions. ■

Retirement is **Hot Topic** at 2018 Hershey RV Show

By Sharon Scott Wilson, RRP



RV community developer & Resort Trades CEO Tim Wilson

When Resort Trades' Founder and CEO Tim Wilson learned what a large percentage of timeshare owners also owned recreational vehicles (RVs), he wasn't surprised. "The personality type of either one is identical: they have a passion for travel and exploration," he says. "So developing an RV housing development was a natural progression for my dad in the late '80s after having had a long, successful run as a timeshare developer. I took over the development after his death in 2002 and have watched it grow to more than 200 homes by using all the same marketing and sales techniques

we used in the timeshare business." As Principal Broker of Gardens Realty LLC, Wilson oversees the property's marketing, sales and construction activities. He has made a few adjustments in his marketing techniques formerly used to attract timeshare buyers by putting himself on the national speakers' circuit. His platforms include speaking at huge international RV rallies, as well as to attendees of regional association shows, where he leads a discussion on the topic of how to get the most out of retiring while still enjoying RV travel and the confidence of having a well-built home as an asset.

"Speaking to couples at these shows is like giving a podium speech," he says. "You need to remind people of how travel enhances their lives and their relationships. And then you must explain how your project makes the most economic sense."

His audience typically consists of RVers who are either newly retired or planning for the future. His most recent speaking engagement was for attendees at America's Largest RV Show, held in Hershey, Pennsylvania. RVers from that state as well as other

New Englanders who are concerned with the high taxes in the area are Wilson's most likely leads. His talk focuses on all the options retiring RVers have, after which he explains the advantages of buying a home in the Gardens RV Village, located in Crossville, Tennessee.

Wilson has hosted a number of discussions about RV retirement before audiences nationwide, including at the Family Motor Coach Association (FMCA) Rally & Expo in Gillette, Wyoming, and the Winnebago 2018 Grand National Rally in Forest City, Iowa, in July. For several decades he has addressed thousands of RVers, teaching how the Gardens can help them get the most from the RV lifestyle, build a network of like-minded friends, and maximize this stage of their lives.

The Gardens RV Village is a community of fine homes with fully attached RV garages and currently has more than 200 homes owned by RVers who originally came from all over the country.

"In the past twenty years, I've worked with thousands of people planning what I call 'Phase III' of their lives," says Wilson. "While I'm not a licensed therapist, I can draw on many years of counseling RV retirees who are asking these questions."

- How will I be spending the last active years of my life?
- What dreams have I longed to recognize and can I afford them?

- Will the decisions I make strengthen or threaten my relationship with my spouse?
- How can I best ensure our ongoing financial, emotional and physical health and get the most from the RV lifestyle?"

According to one resident, "Living in The Gardens RV Village has been a total game-changer for us. For one thing, we have been able to really get to know so many other people. Back in our former home, after the kids were grown, we found we just had no friends around us anymore. Many had moved or we just no longer had anything in common with others. Our friends in the Gardens are the most caring and supportive people; it's like a big, extended family. We all share the common interest of RV travel, but we also find that we all like to get together; we love to gather. That's so important at this stage of life!"

"This is the most common comment we get," says Wilson. "Our homes are gorgeous, the attached garages are wonderful for preserving the life of the RV, and the rolling hills, water features, and landscaping is lovely; but it's the people that make the difference."

After discussing the benefits of living in Tennessee, such as low property taxes (the annual city and county taxes for a \$400,000 home come to a little more than \$1,000), he mentions there is no state income tax on pensions. He tells how the Gardens is centrally located on the Cumberland Plateau of Eastern Tennessee. Its Crossville location offers the best of all worlds: quick and easy access to more than one Interstate; proximity to several major cities, including Nashville and Knoxville and a warm, friendly town of 10,000. Whether seeking an existing resale home or wishing to build-to-spec, buyers of a Gardens home will obtain a custom-designed home built by quality builders.

Others desiring more information can visit <http://gardensrvvillage.com>, where they can also sign up for the monthly Property Report listing available resale lots and houses, with pricing and descriptive information. Wilson urges his attendees to call 931-456-7794 and book a free, two-night/three-day visit to The Gardens at 18 Our Way Drive, Crossville, TN 38555.

Sharon Scott Wilson is a professional writer creating blog posts, feature-length articles and other content for both B2B and B2C readers. Her interests are travel, vacations, RVing and vacation ownership. She manages the PR firm of SharonINK and is publisher of Resort Trades magazine, Resort Trades Weekly (an eNewsletter) and ResortTrades.com. Visit SharonINK.com for more information.



Refurbishment & Design for Today's Timeshare Case Study – Atlantic Terrace located in Daytona Beach, FL

By Mary A. Daust



When planning for a refurbishment on your property a lot of things need to be considered. There will be lots of moving parts and pieces included but not limited to timelines, budgetary restraints, board members and their objectives and intentions, owners, financing and special assessments, design intent, ADA and local building codes, and restrictions along with many other things. As you are well aware, timeshare renovations are an extremely large investment and require months and often years of planning and preparing in order to facilitate a smooth renovation. As the plan is created and formed, there

ultimately needs to be a clean understanding of the final goal and how it can be achieved.

For the purpose of this article I am going to use a case study: Atlantic Terrace located in Daytona Beach, FL. Atlantic which is managed by NHG/SPM Resorts. The onsite general manager, Zsuzsanna Noviello, and Regional Vice President Trish Docherty spent well over a year planning and preparing with the board members to ensure everyone's concept of how this project should flow was heard and evaluated, along with the options and the monetary correlation. Early in the process, Trish Docherty

created a team that included our firm, an architect, and a general contracting company. Collectively, the team that was assembled is very familiar with the hospitality renovation industry. In addition to being familiar with the industry as a whole, the team was also very familiar with the local codes, municipalities, local labor pool, the expectation of production schedules, how imperative it is to stay on schedule, and the necessity to specify and use products that will withstand the hard use of timeshare. The planning and preparing phases began in 2014. The project started in 2015 and was completed in 2016.

It's imperative in a timeshare renovation to build your team with professionals that thoroughly understand our particular market and industry. There are numerous great GC companies and design firms, but the specific understanding of an operating timeshare and the hard use they receive will make or break your renovation. The GC needs to grasp completely that you can't miss due dates, because the property needs to get back online for the guest and owners so there is no loss of revenue. Your selected design firm

needs to understand the vast amount of information that is involved in commercial product for hospitality vs. residential product. Often there is a misconception that timeshare has a residential component and follows different local, state, and federal codes. This is incorrect. There are mandatory fire rating finishes that must be on the majority of your fabrics in a commercial application vs. residential. If the wrong product gets placed in your unit, your local fire marshal can require you to stay closed until all the items are corrected.

Atlantic Terrace is an outstanding property. It sits directly on the ocean and was in dire need of updating. The rooms at Atlantic Terrace are by far the largest or one of the largest units I have seen and are extremely desirable to their owners and guests because of the large open floor plan and huge wrap around balconies with views of the ocean from almost every room. The kitchens are big, open, and very inviting. The entire unit has a very comfortable family, light, bright, and beachy feeling now. In addition to completely renovating all their 22 units they also did their lobby and public spaces so the entire property is new as of 2016. In 2017 Atlantic Terrace received the "Resort of the Year" award from NHG/SPM Resorts and the property was also nominated by RCI this year for the "HOA Unit Refurbishment" category in the 2018 ARDA Awards Program. ■



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Marge Lennon
 President, Lennon Communications Group

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Renovating Your Commercial Property? Don't Forget the Parking Lot!



Sometimes Maintenance Isn't Enough

A crumbling parking lot with faded parking lines dotted with more cracks and craters than the surface of Mars is a terrible eyesore. Damaged parking lots can also be safety threats to guests. The fact is, sometimes maintenance isn't enough and a new parking lot is required. Here are some things you should know before you start:

- The top layer of a new asphalt surface is going to look beautiful, but it is what lies underneath that is more important. Proper installation of the parking lot sub-base is the most critical step in ensuring the structural integrity and proper drainage of any asphalt surface. The sub-base supports the asphalt pavement, and helps prevent shifting, cracking and sinking of the paved surface. The sub-base needs to be able to withstand changing climate and other factors that might affect its durability.
- Parking lot construction zoning laws and standards can vary city to city. Before moving forward with any new construction or parking lot expansion, make sure to get approval from the city and obtain any required permits. For a new parking lot you'll need blue print drawings which includes sub grade material and preparation specs, asphalt mix design and installation specs, drainage specs, and striping and marking layout specs, along with concrete curb and gutter,

Whether you run a retail mall, office building or a hotel franchise, parking lots greet your guests before you do. They are the first chance for your guests to experience your brand of hospitality, and they are your last chance to leave a lasting impression as they head home. So if you are planning a renovation of your property don't forget to include your parking lot.

Parking lots receive their fair share of traffic. It is inevitable that these lots will endure wear and tear as time progresses. Here are four very common problems that occur:

Potholes: Potholes are a common type of damage. They are also dangerous to your customers and staff. If one or several potholes exist in your parking lot, it has the potential to damage vehicles and your business's brand appeal. Potholes typically form due to the accumulation of water in the ground beneath the asphalt. This dangerous eyesore can be remedied with parking lot maintenance in the form of full-depth, partial or injection patching.

Cracking: As asphalt deteriorates, it spurs the onset of cracks across the pavement surface. This is a sign that your parking lot's asphalt has reached the age when it requires significant maintenance. Cracks can be remedied by filling, patching and a handful of other surface treatments.

Raveling: This is the separation of particles within the pavement from the asphalt's surface. If raveling occurs, your parking lot will have a rough and/or bumpy texture. It can be repaired with the addition of an overlay and/or the use of sealing or micro-surfacing.

Oil Stains: When oil is absorbed by asphalt, it mixes with asphalt's binding elements and prevents them from maintaining their adhesive properties. Such unsightly oil spots can be prevented with the coating of a parking lot's asphalt with a sealant.





sidewalks and handicap ramp specs as well.

- If you already have an asphalt parking lot and it's showing signs of serious deterioration, overlaying the existing asphalt or completely removing and replacing it may be in order. In most cases, this can also be done without blue prints or specs, but should be performed by a reputable paving company that will do it right the first time. A well-qualified pavement company will be licensed, bonded, and insured, with several years of experience.

- Sealcoating every few years reverses a multitude of pavement sins, slowing the natural breakdown of materials and preventing water, debris, and other elements from destroying your parking lot. Every lot is different: your climate and daily use will determine how quickly your sealcoat wears off.

Parking Lot Safety

Throughout the U.S., parking facilities are the third most frequent place in which violent crime happens, with nearly 1,400 attacks occurring each day. Here are some fundamental safety steps that you should take:

- Install speed bumps to slow traffic
- Post regulations and safety tips prominently
- Keep space and aisle markings in good shape for maximum visibility
- Thin out vegetation surrounding parking lots so attackers can't hide behind it
- Use security cameras to

monitor parking lots

- Add security patrols to deter crime
- Install extra lighting for added safety during evening hours.

In addition, it is the law that ADA-compliant ramps, handicapped spaces, and curbs are installed to allow everyone equal access to your business. The minimum amount of handicapped parking spaces is relative to the total number of spots in your lot. For example, parking lots with 1-25 spots must have 1 handicapped spot, while lots with 26 to 50 parking spaces must maintain 2 handicapped spots. One in every six spaces must be van accessible.

Conclusion

A parking lot isn't the first thing that owners or operators think of when it comes to property renovation. However, the state of your parking lot plays a much larger role than you might think at first glance. In fact, keeping your parking lot in good condition could be crucial to the happiness and safety of your guests. Cicero's can help you navigate this oft-overlooked facet of guest comfort and satisfaction.

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Recognizing Front Line Team Members

By Georgi Bohrod RRP



2018 CustomerCount® Customer Engagement Professional (CEP) Resort Trades Award Enters its Third Year

In every football game, we can see hard working linemen using strength and savvy to keep their team on top. Whether it's defense or offense, these often-unsung heroes bear the brunt of the hits and create situations where their team mates can run or pass for glory. In the resort hospitality world, play patterns are similar.

The responsibility of frontline professionals is to keep members/owners and guests happy. And they are also in a position to respond defensively to solve problems and challenges. This is why CustomerCount®, in conjunction with ResortTrades, created the CustomerCount Customer Engagement Professional Resort Trades Award.

Last year, Jeff Brock, General Manager of Grand Pacific Resort's Carlsbad Seapointe Resort received the CEP Award from a highly competitive field of nominees. Nominations for 2018 are already underway and now is the time to submit your candidate for this coveted award.

CustomerCount and Resort Trades are looking for the most valuable customer engagement player within the timeshare resort/hospitality industry. Qualified people most likely will be resort managers, assistant managers, front desk folks and customer service team members who are in daily contact with members and guests. These outstanding team members exemplify the highest standards in customer engagement and service. Their interaction with



members and guests shapes the entire guest experience, paving the way and opening the doors to happy smiles and memorable vacations.

Nominations will open in September. Using CustomerCount's comprehensive, robust, software, nominators are requested to complete an online nomination survey to quantitatively measure the nominee's qualifications and qualities. Narrative descriptions with anecdotes and stories to support the nomination will also be taken into strong consideration. This award focuses on the people putting "hospitality" into vacationing.

Two trophies are presented: One to the individual and the other to his/her company. The winning recipient and their company/resort will be profiled in the January issue of Resort Trades.

To give a candidate the best opportunity to be honored, nominations should focus on the performance of customer facing individuals including

Resort Managers, General Managers, Assistant Managers and Customer Service representatives who have contributed to the success of the company in an exceptional manner. Areas of contribution may be extraordinary interactions with members/guests; remarkable improvements in on-site ratings of the resort; innovative training techniques and outstanding social media mentions and reviews. Nominations must include detailed insight regarding the leader's performance and contribution showing how the nominee's efforts and achievements have significantly impacted the team, company, and/or community.

Robert Kobek, president of Mobius Vendor Partners which developed CustomerCount, an Enterprise Feedback System used by the timeshare and hospitality industry to build customer loyalty and improve the bottom line, said "Customer Engagement is a part of the corporate culture and requires the skill and talent that many strive for, and few master. At CustomerCount we want to honor these people--the 'perfect hosts' who make vacations fun, friendly and stress-free."

The nomination forms are designed to acknowledge areas of contribution including:

1. Extraordinary interactions with members/guests;
2. Remarkable improvements in on-site ratings of the resort;
3. Innovative training techniques and outstanding social media mentions and reviews.

"As we did in the first two years, Resort Trades will use our off-and online channels to recognize not only the award recipient but their resort and/or management company as well," commented Sharon Scott Wilson, publisher of The Resort Trades.

To submit a nomination, visit www.customercount.com or ResortTrades.com for a link to the entry form. The online form is available at www.ccceptaward.com. Deadline for submission is December 2, 2018. ■

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“5 Tips to Ensure Success of Your **Next Renovation**”

By Matt Assenmacher



1. Quality Contractors: According to the 2018 U.S. Census, construction spending in the lodging sector is the highest it has been since 2008, creating a shortage of experienced, qualified contractors. Ensure that the contractor you use is experienced and well-vetted by asking for references and results from comparable projects.

Capable contractors should provide you with regular updates on construction progress, schedule adherence and material inventory management. Additionally, throughout the renovation progresses, contractors should provide your team with quality control (QC) reports that identify potential issues that may affect installation and allow the team to address them before they become a post-installation problem. Along the way, make sure contractors are adhering to the installation methods set forth by the Tile Council of North America (TCNA) and to the quality standards set by your resort.

When it comes to renovations, resorts have endless choices to make. Selecting the right design, sourcing materials and finding the right contractor to implement the resort’s vision are vitally important.

Resorts are generally heavily involved with the design selection process yet step back during sourcing and implementation. Making sure you have the right partner or partners for these aspects of your project is essential for the success of your renovation.

In my experience, the secret to making sure a project stays within the budget and agreed-upon time frame is establishing a comprehensive process management plan. This plan starts with strategically evaluating material sourcing to identify cost-saving opportunities and includes a comprehensive project

schedule and means to manage material inventory and quality control.

Below, I’ve outlined five key factors that support comprehensive process management of flooring and stone projects, ensuring quality resort renovations.

2. Strategic Material Sourcing: Experienced suppliers can help value-engineer (VE) your projects by finding materials that match the designer’s intent AND save money compared with the specified material. It’s important to note that most suppliers are not manufacturers and may utilize multiple sourcing resources. Make sure your supplier has demonstrated that their sources are vetted to confirm the material will match expectations and can





be produced and delivered in time to meet the project schedule. We not only meet with our suppliers, we visit their quarries and factories to personally inspect their materials.

3. Product Knowledge: Contractors should be aware of which products are right for the job. Large-format tiles are popular in many designs now, but present unique installation challenges. Due to their heavier weights, the proper premium polymer modified thinsets that are engineered specifically for these tile types should be used – generally designated LFT or

LHT. Standard thinsets are not formulated to support the weight of large tiles, and they will slump during installation. Additionally, many large wood-look plank tiles have a degree of warpage that results as part of the manufacturing process. To counter the effect, we recommend using leveling wedges and clips. Both slumping and warpage can lead to uneven tile edges, known as lippage, which creates tripping hazards for your guests and lessens the aesthetic appeal of the installation. Be sure to work with contractors that are familiar with the challenges of modern tile styles and the proper installation

techniques associated with them.

4. Timing: Meeting deadlines is a must, as resorts can't afford to have reserved rooms out of service. Realistic timelines can be created in advance of any project by properly examining the scope of work and balancing that with the needs of the resort. Your engineering team will typically be involved with the contractor on schedule development, but make sure your meetings and events, as well as room staff are allowed to provide input as well. Using a contractor that will actively manage the renovation process is a necessity. Open communication and hands-on

management are key to ensuring guests aren't displaced.

5. Low Guest/Revenue Impact: Full, and even partial, resort shutdowns typically aren't financially feasible. By utilizing a rolling renovation schedule – working at night or floor by floor – you can minimize project impact on daily resort operations and the guest experience.

No matter the venue, volume or season, a keen focus on process management is vital to a successful resort renovation. With a comprehensive plan in place and the right contractor on your side, you can ensure the completion of a top-quality project that is delivered on time, the first time. ■

Matt Assenmacher is managing partner of Top Tile & Stoneworks, as well as founder and managing partner of ViaMaris Imports. For more information, visit www.TopTile.net and www.ViaMarisImports.com.



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SPI Software: Simplifying the Complexities of Timeshare Management Worldwide!

SPI Software, award-winning developer of the “Orange” management platform, delivers next-generation capabilities to timeshare resorts and vacation clubs. Our goal is to improve operating efficiency while enhancing the vacation ownership experience for our growing client base, worldwide!

SPI knows that an investment in vacation ownership software is an extremely important decision, and a long-term commitment. To ensure the viability of our client’s investment over time, SPI’s experienced team of business analysts and software developers continuously incorporate new functionality and features into the platform. Today, with over 35 years of operating experience, SPI is pleased to present a comprehensive system that combines specific industry knowledge... with the latest in technology and ideas for a breakthrough timeshare management solution.

SPI Orange’s management modules incorporate the following:

Marketing



Every successful customer initiative begins with an effective marketing campaign. SPI’s Marketing Module addresses the need to effectively reach and compete for new timeshare owners. It has the power to easily build complex marketing campaigns—from in-house to telemarketing to OPC track results, and mini-vacation fulfillment. It also adeptly supports the requirements for managing tours and premium inventory.

Tours and Sales



Timeshare success begins with motivated customers that are efficiently and effectively tracked through the tour process... to successful contract conclusion. The SPI Sales Module is specifically designed for efficiently managing timeshare sales operations, preparing sales documents and tracking deal status. This module will scale for properties of all sizes and supports either single or multiple project sales centers.

SPI’s Orange software may be accessed across an enterprise by all personnel to include the execution and printing of sales documents and loan notes. Such documents include timeshare deeded real estate, whole ownership, point programs or fractional inventory producing many choices for the sales staff.

Property Management

Each timeshare owner or member requires resort / club access that is easy and efficient so that they can take full advantage of their investment. The SPI Software has a complete set of reservation, front desk and a web-based owner portal



to streamline efficiency and enhance the vacation experience. In addition, the SPI Property modules incorporate features for managing owner rental to effortlessly handle transient guest, exchange and owner rentals with points, float or fixed ownership and right to use.

Finance

The SPI Finance Module includes a powerful Maintenance Dues capability for intelligent automation of complicated tasks that saves time and provides precise control over the assessment, billing and collection of maintenance dues. SPI’s Mortgage Servicing option takes the guesswork out of billing and adds intelligence and task automation with no complicated coding. The financial component’s scope also includes a Collections Modules that



tracks assignment for each account including the task management for promise-to-pays, and automatically generated action letters.

Web Services, Connect Applications and Interfaces

Today’s connected world required a web-based approach to embrace the way that people access and process information such as with mobile devices. SPI Orange delivers powerful web-based solutions through our “Connect” series of applications that extend the SPI software system to portals that manage owners, guests, OPC’s and sales reporting. These SPI web services leverage business objectives across multiple platforms such as desktops, mobile devices, browsers and network connections.

The growing set of SPI Interfaces facilitate enhanced services for our clients by providing a full complement of integrations with our industry’s solution providers such as Concord, Equitant, SiteMinder, iHotelier, ProfitRoom, RCI, DAE, Shift4, FNTC, Vacation Guard and Control having support for over 600 resort and hotel systems.

Conclusion

The vacation ownership industry is highly dynamic, it is an environment



where change is inevitable and success is measured by customer satisfaction and overall experience. As new business requirements continue to emerge for the vacation ownership industry, SPI is firmly dedicated to developing software that will provide the next generation of solutions to embrace new requirements. Says George Stemper, SPI CEO, “At SPI, we value each day as an exciting opportunity to work with the vacation ownership industry while bringing to the forefront new ideas wrapped in the latest technology”.



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TruePerk, TrueAir and TrueLead. Designed to improve customer loyalty, brand awareness and revenue, the new services expand the options offered by the company and are already being embraced with enthusiasm by developers, marketers and HOAs (as well as non-industry entities).

True Incentive is known for its incentive product innovation and quality service provided to B2B clients. The company offers a dynamic online catalog



Gary Baron, Founder

of its products such as land vacations, airfare and cruises designed to impact a company's marketing and sales objectives. The catalog is continually updated with improved product descriptions, details and pricing.

TruePerk, a digital incentive delivery system supports customer self-service and client-managed distribution as well as eliminates the need for face-to-face interaction. With TruePerk, travel incentives are no longer confined to conventional paper distribution, since they are digitally distributed immediately. While increasing engagement and response of target audiences, clients who use TruePerk free up cashflow and streamline logistics in house. In addition, by eliminating the restrictions of



Taylor Billington, CEO

conventional paper certificates, TruePerk is a much greener alternative.

TrueAir is designed to enhance ownership, membership and loyalty programs by using client program points, credits or rewards to purchase airline tickets. Owners and Members using TrueAir may use cash and points to purchase airline tickets and even earn airline rewards on each ticket purchased. With cost-effective TrueAir, the client-managed program benefits both consumers and client companies by offering an easy-to use-platform in which the clients may set preferences to fit their company standards.

TrueLead offers B2C and B2B direct marketers the ability to monetize acquired lead inventories by selecting the mode of correspondence with appropriately paired response incentives. By driving the highest possible usage levels and using additional travel options, True Incentive professionals guide their B2B clients through the process to ensure customer engagement through their choice of direct mail, email, ringless

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For more information visit www.facebook.com/enjoyfunnow.

If you are a marketing company, HOA or developer and would like to view the B2B catalog call 800-684-9419 ex. 100 or salesinfo@true-incentive.com To learn more about True Incentive visit www.true-incentive.com

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For important news, insights and opinions on the vacation ownership industry, I read Resort Trades Magazine.

**Gregory Crist
CEO, National Timeshare Owners**

ARTICLES, BLOGS, WRITING



SharonINK

P.O. Box 261
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Specialty: Writes print/online content for blog posts, feature-length articles, and social media. Content Manager Sharon Wilson is experienced in planning and implementation of online marketing strategy and is a prolific business writer. Her timeshare industry-focused B2B articles have appeared on numerous occasions in Resort Trades, DEVELOPMENTS (ARDA's magazine) and other media. She frequently contributes B2C blog posts and materials for clients on behalf of her PR firm, SharonINK PR & Marketing.

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Email: bobkobek@customercount.com
Website: www.customercount.com
Specialty: CustomerCount is a flexible online customer feedback solution providing intuitive real time reporting, fast turnaround on updates, detailed and dynamic data gathering with comprehensive reporting for process improvement and customer loyalty to improve your bottom line. It is the only feedback system designed specifically for the timeshare industry and is capable of segmenting satisfaction report data for any and all prospect, owner and guest touch points.

CERTIFICATE FULFILLMENT



LogiCall Marketing

4411 S 40th St, Ste D-10
Phoenix, AZ 85040 USA
Phone 1: 602-483-5555 xt. 101
Email: tpranger@logicall.net
Contact: Thomas Pranger
Specialty: Day Drives and Mini-Vacs for Timeshare and Vacation Clubs. Direct Mail, Internet Marketing and Inbound Telemarketing With our multi-faceted campaigns, it's never been easier to generate prospective buyers. With 40 years of industry knowledge, we know how to keep our clients ahead of the competition. Call today to discuss which marketing platform is best suited to achieve your goals and learn why we are the future of tour generation.

CHILDREN'S PLAY STRUCTURES



iPlayCo

215-27353 58 CRE5
Langley, BC Canada V4W 3W7
Phone: (604)607-1111
Fax: (604)607-1107
Email: sales@iplayco.com
Website: www.internationalplayco.com
Contact: Kathleen Kuryliw
Specialty: At iPlayCo we design, manufacture, ship and install commercial indoor playground equipment and interactive play solutions worldwide. Our experienced staff can help you do it all, from design to installation. Receive the highest quality and most creative play structures available in the world when you choose IPLAYCO! We welcome the opportunity to build new relationships and introduce our clients to the amazing industry of children's play structures

CLEANING SERVICES



Jani-King International Inc.

16885 Dallas Parkway
Addison, TX 75001 USA
Phone 1: 800-552-5264
Phone 2: 972-991-0900
Email: enewburn@janiking.com
Website: www.janiking.com
Contact: Eric Newburn, Director of Hospitality
Specialty: Jani-King, the leader in contracted housekeeping services provides comprehensive cleaning services to the hotel/timeshare industry. Jani-King takes care of your housekeeping needs so you can take care of what's really important; your guests.

CLIENT GENERATION



LogiCall Marketing

4411 S 40th St, Ste D-10
Phoenix, AZ 85040 USA
Phone 1: 602-483-5555 xt. 101
Email: tpranger@logicall.net
Website: www.logicall.net
Specialty: Day Drives and Mini-Vacs for Timeshare and Vacation Clubs. Direct Mail, Internet Marketing and Inbound Telemarketing With our multi-faceted campaigns, it's never been easier to generate prospective buyers. With 40 years of industry knowledge, we know how to keep our clients ahead of the competition. Call today to discuss which marketing platform is best suited to achieve your goals and learn why we are the future of tour generation.

COLLECTION SERVICES



Blackwell Recovery

4150 N. Drinkwater Blvd., Suite 200
Scottsdale, AZ 85251
Phone: 480-214-2995
Fax: 480-951-8879
Email: KDerry@blackwellrecovery.com
Website: www.BlackwellRecovery.com
Contact: Kyle Derry
Specialty: Better debt recovery. You owe it to yourself. There's no reason for your portfolio to suffer financial headaches from non-performing obligations. Through proprietary software, a consumer-focused approach and innovative tactics, our customized solutions for recovering debt will minimize your delinquent accounts and maximize your portfolio's performance. And in a tightly regulated industry, a debt recovery partner that puts compliance at the forefront is mandatory. Give us a call - we're ready to pay you back.

COLLECTION SERVICES



International Recovery Solutions

LA Law Center
205 S Broadway
Los Angeles, Ca 90012
Phone: (855)477-0010
Fax: (213)346-9700
Email: getpaid@irscollector.com
Website: www.irscollector.com
Contact: Javier Jimenez
Specialty: International Recovery Solutions (IRS) is a nationwide network of attorney and debt collection professionals. IRScollector seasoned team of third party collection specialists use sophisticated, next generation tools to maximise unyielding results. IRScollector's understands that not all member's situation are equal, so we dissect each case with aggressive and ethical collection tactics to preserve longterm member/client relationship.

COLLECTION SERVICES



Meridian Financial Services Inc.

1636 Hendersonville Rd Ste 135
Asheville, NC 28803 USA
Phone 1: (866)294-7120 ext. 6705
FAX: (828)575-9570
Email: gsheperd@merid.com
Website: www.merid.com
Contact: Gregory Sheperd
Specialty: Meridian Financial Services, Inc. is a sophisticated third-party collection agency able to provide service to whole and partial portfolios. Meridian understands the impact of bad debt, as well as the importance of keeping your owners' accounts current, and preserving their confidence in the purchase decision. Services include third-party collections for domestic and international clients, no-cost-to-client recovery program, customized industry collection strategies, credit reporting, skip tracing, online services, and credit and collection consulting

COMPUTERS AND SOFTWARE



RNS Timeshare Management Software

410 43rd St W
Bradenton, FL 34209
Phone 1: (941)746-7228 x107
FAX: (941)748-1860
Email: boba@rental-network.com
Website: www.TimeshareManagementSoftware.com
Contact: Bob Ackerman
Specialty: Designed for legacy fixed and floating time resorts, our software solution streamlines the reservation and accounting functions for TS resorts. Plus our responsive On-Line Booking module allows you to show the weeks available to rent (owner or association weeks) on your web site for booking by the traveler. Includes A/R module to invoice and collect owner fees. One simple package to automate your existing TS resort



TrackResults Software

5442 South 900 East Suite 203
Salt Lake City, UT 84107 USA
Phone 1: 888-819-4807
Email: sales@trackresults.net
Website: www.trackresults.net
Contact: Ryan Williams
Specialty: TrackResults tracks and reports sales and marketing activity for people with no time to waste. Used in over 100 travel club and 50 timeshare sales centers because it is easy to use, fool-proof, and intuitive. Plus, it includes both custom dashboard and blazing fast analytical reporting to uncover the gaps and inefficiencies that slow you down.

- Real-time digital tour manifesting
- Web-based. No installation, equipment or IT department required.
- Data level security to protect your business.

COMPUTERS AND SOFTWARE



TSS International

P.O. Box 262
Bountiful, UT 84011
Phone: 239-465-4630
Email: info@timesharesoft.com
Website: www.TimeShareSoft.com
Contact: Monika Voutov

Specialty: TSSI provides superior service to resorts and travel clubs in US, Canada and Mexico since 1998. Enterprise-level, Web-based, Fast, Powered by Oracle. Highly customizable, infinitely scalable and configurable. "All-inclusive" affordable monthly fee for a full-feature Hosted System that includes: Maintenance Fees, CC payments, Rentals, Deposits, Reservations, Sales, Marketing, Bulk Billing, Front Desk, Owner Portal, Extensive Reporting, Custom Reports, Accounting, Integration with Expedia, Booking.com, RCI and others. Various integrations with other software. Month-to-month. Cancel any time!

CONTENT MARKETING



SharonINK

P.O. Box 261
Crossville, TN 38557
Phone: 310-923-1269
Email: Sharon@SharonINK.com
Website: www.SharonINK.com
Contact: Sharon Scott Wilson, RRP

Specialty: Writes print/online content for blog posts, feature-length articles, and social media. Content Manager Sharon Wilson is experienced in planning and implementation of online marketing strategy and is a prolific business writer. Her timeshare industry-focused B2B articles have appeared on numerous occasions in Resort Trades, DEVELOPMENTS (ARDA's magazine) and other media. She frequently contributes B2C blog posts and materials for clients on behalf of her PR firm, SharonINK PR & Marketing

DIRECT MAIL AND MARKETING



LogiCall Marketing

4411 S 40th St, Ste D-10
Phoenix, AZ 85040 USA
Phone 1: 602-483-5555 xt. 101
Email: tpranger@logical.net
Website: www.logicall.net
Specialty: Day Drives and Mini-Vacs for Timeshare and Vacation Clubs. Direct Mail, Internet Marketing and Inbound Telemarketing

With our multi-faceted campaigns, it's never been easier to generate prospective buyers. With 40 years of industry knowledge, we know how to keep our clients ahead of the competition. Call today to discuss which marketing platform is best suited to achieve your goals and learn why we are the future of our generation.

“ **Look at every page of Resort Trades each month to see what is happening in the industry. Every informative and know that others on my team are reading it, too.”**

Jon Fredricks, CEO Welk Resorts LLC

ESTOPPEL PROCESSING



RequestmyEstoppel.com

3659 Maguire Blvd #100
Orlando, FL 32803
Phone: (833)877-7638
FAX: (321)281-6009
Email: Dave@requestmyestoppel.com
Website: www.RequestmyEstoppel.com
Specialty: Online software for Estoppel Processing. You handle owner communications; we automate paperwork! Saves your staff time, is customized for your operation and can be accessed through a desktop or mobile device. Automates the entire process digitally including producing the estoppel package, handling correspondence and recording each detail. If the resort charges a fee for producing the estoppel, RequestMyEstoppel.com will collect it up front, sending the resort/management company a detailed report and a check.

EXCHANGE COMPANIES



Dial An Exchange LLC

7720 N 16TH ST STE 400
Phoenix, AZ 85020 USA
Phone 1: 800-468-1799
Phone 2: 602-516-7682
FAX: 602-674-2645
Email: michelle.caron@daelive.com
Website: www.daelive.com
Contact: Michelle Caron
Specialty: Simple, no fuss exchange service with a priority on personal service for the consumer. We offer members and business partners:
• A free membership option
• A Gold Advantage membership option
• 24 hour access to live worldwide inventory
• Prepaid exchange voucher programs
• Prepaid bonus week voucher programs
• Revenue share programs
• A Brandable exchange platform that can be used as a compliment to any internal exchange program



RCI

9998 N Michigan Rd
Carmel, IN 46032 USA
Phone 1: (866)913-2370 TOLL FREE
Email: RCI.Affiliates@rci.com
Website: www.RCIAffiliates.com
Specialty: RCI is the worldwide leader in vacation exchange with approximately 4,500 affiliated resorts in more than 100 countries. RCI pioneered the concept of vacation exchange in 1974, offering members increased flexibility and versatility with their vacation ownership experience. Today, through the RCI Weeks® program, the week-for-week exchange system, and the RCI Points® program, the industry's first global points-based exchange system, RCI provides flexible vacation options to its over 3.8 million RCI subscribing members each year.

“ **Thank you for everything, we are starting to get responses to our Ad already! ”**

Warren Smith, Vice President, Cranberry Waterfront Suites

EXCHANGE COMPANIES



A Better Way to Exchange

Resort Travel & Xchange

521 College St
Asheville, NC 28801 USA
Phone 1: 828-350-2105 Ext. 4448
Email: cviolette@rtx.travel
Website: www.rtx.travel
Contact: Corina J. Violette, Director of Resort Partnerships
Specialty: Resort Travel & Xchange (RTX) is a timeshare and vacation ownership exchange company based in Asheville, N.C. RTX works with a number of resorts and developers to provide the best exchange options possible to its members. In addition to exchange services, RTX offers a number of travel benefits and discounts to members. Additionally, RTX provides low-cost benefits to partners including opportunities for rental income through assistance with resort inventory. RTX has approximately 70,000 members.

EXCHANGE COMPANIES



Trading Places International

25510 Commercentre Dr Ste 100,
Lake Forest, CA 92630
Phone: (800)365-1048
Fax: (949)448-5141
Email: jesse.harmon@tradingplaces.com
Website: www.tradingplaces.com
Contact: Jesse Harmon
Specialty: At Trading Places (TPI), customer service isn't just a friendly voice; its offering what our members really want. TPI recognizes the outstanding performance of the vacation ownership industry, and has developed, for over 40 years, a collection of vacation products and services which vacation owners, developers, and resort associations consider truly valuable – including our FREE Classic exchange membership allowing members to trade through TPI with no annual fee.

FINANCIAL SERVICES



Concord

4150 N. Drinkwater Blvd., Suite 200
Scottsdale, AZ 85251
Phone: 480-214-2995
Fax: 480-951-8879
Email: KDerry@concordservicing.com
Website: www.ConcordServicing.com
Contact: Kyle Derry
Specialty: For three decades, Concord has been a recognized leader in portfolio servicing and financial technology, delivering innovative, flexible and scalable solutions to meet the demands of loan originators and capital providers in multiple asset classes. Founded in 1988, Concord has since amassed two million consumer accounts totaling nearly \$5 billion, and is now broadening its reach into dynamic new markets. Let us show you what 30 years of redefining portfolio servicing solutions looks like.

ADVERTISING OPPORTUNITY

–Find the right employee,
–Sell a property,
–Sell a piece of equipment.

Your Classified Ad in Resort Trades can run monthly in our print publication and everyday online at www.ResortTrades.com. Contact Marla at Marla@TheTrades.com or call 931-484-8819.

FINANCIAL SERVICES



ResortCom International L.L.C.

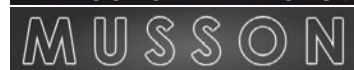
6850 Bermuda Road
Las Vegas, NV 89119 USA
Phone 1: (702)263-9650
FAX: (619)683-2077
Email: sbahr@resortcom.com
Website: www.resortcom.com
Contact: Scott Bahr
Specialty: ResortCom provides timeshare management software, financial services, and call center solutions to the hospitality industry. Our full suite of client services includes innovative contact center solutions, reservations, member services, and financial services, enabling our clients to grow at a quicker pace. As the most established provider of member services exclusively to the hospitality/timeshare industry, we are ready to be your partner, helping you achieve exceptional results with rock solid security.



WithumSmith+Brown, PC

1417 E Concord St
Orlando, FL 32803
Phone: (407)849-1569
Fax: (407)849-1119
Email: lcombs@withum.com
Website: www.withum.com
Contact: Lena Combs
Specialty: Founded in 1974, WithumSmith+Brown, PC ranks in the top 30 largest public accounting and consulting firms in the country with offices in New Jersey (including its Princeton headquarters); New York City, NY; Orlando and West Palm Beach, FL; Philadelphia, PA; Boston, MA; Aspen, CO; and Cayman Island. For more information, please contact Withum's Timeshare Services Team Leaders Lena Combs (lcombs@withum.com) or Tom Durkee (tdurkee@withum.com) at (407) 849-1569 or visit <http://www.withum.com>.

FLOOR SAFETY PRODUCTS



Musson Rubber

PO Box 7038
Akron, OH 44306 USA
Phone 1: (800)321-2381
FAX: (330)773-3254
Email: rsegers@mussonrubber.com
Website: www.mussonrubber.com
Contact: Bob Segers
Specialty: Musson is a manufacturer and distributor of rubber, vinyl and aluminum stair treads, nosings, entrance matting, carpet walk off mats, custom logo mats, weight room matting, anti-fatigue matting and a variety of other specialty flooring products for a variety of applications throughout commercial facilities. If you have a flooring need, we have a solution!

“ **I don't know of a resort manager who isn't familiar with the publication,”** says Cunningham Management Vice President Kevin Mattoni. **“In fact, whenever I visit a manager, Resort Trades is almost always somewhere handy in their office. The fact that a manager keeps it close by shows they're reading it. Managers have too much clutter to hold onto anything they're not reading.”**

Cunningham Management Vice President Kevin Mattoni

GROUNDS MAINTENANCE



Mean Green Mowers

4404 Hamilton Cleves Rd Unit 2
Hamilton, OH 45013
Phone 1: (513)738-4736
FAX: (513)738-0516
Email: chris@meangreenproducts.com
Website: www.meangreenproducts.com
Contact: Chris Conrad

Specialty: Powerful, quiet, lithium-electric commercial all day mowers, hand held equipment and cordless electric backpack blowers. Made in the USA. Zero emissions, low noise, no routine maintenance and zero fuel. Mean Green provides a complete line: CXR 52/60" ZTR, 48" Stalker stand on, 33" WBX-33HD walk behind, MGP-20 push mower, BLAST! Backpack blower, and operator-cooled battery backpack line trimmer with attachments. Perfect for hotel and resort communities by providing a low noise alternative to lawn care!

HOSPITALITY INTERIOR DESIGN



Hospitality Resources & Design, Inc.

919 Outer Road Suite A
Orlando, FL 32814
Phone: 407-855-0350
Fax: 407-855-0352
Email: rich@hrdorlando.com
Website: www.hrdorlando.com
Contact: Rich Budnik

Specialty: Hospitality Resources & Design is a licensed interior design firm. Services include interior design, LEED AP, kitchen & bath, purchasing, project management and installation. We strive to create long-term partnerships with clients by listening to and understanding their unique goals. The team uses their expertise to provide clients with innovative design while completing projects on time and in budget. Regardless of scope or location, we are happy to travel to you to begin a successful collaboration.

HOUSEKEEPING SERVICES



Jani-King International Inc.

16885 Dallas Parkway
Addison, TX 75001 USA
Phone 1: 800-552-5264
Phone 2: 972-991-0900
Email: enewburn@janiking.com
Website: www.janiking.com

Contact: Eric Newburn, Director of Hospitality
Specialty: Jani-King provides housekeeping and cleaning services to timeshares/resorts worldwide. Jani-King is trusted by industry leaders for our commitment to owners and guests' satisfaction. Our superior quality control system ensures accountability on our side so that your resort receives unmatched service.

“ For many years, my clients have advertised in the Resort Trades with tremendous success. The publications are widely read and widely respected within the timeshare industry. The Resort Trades has also been of great assistance to my clients by helping print our press releases and photographs. They are an integral part of any public relations and advertising plan I suggest to clients.”

**Marge Lennon
President Lennon
Communications Group**

HOUSEKEEPING SERVICES



Sun Hospitality Resort Services

4724 Hwy. 17 Bypass South
Myrtle Beach, SC 29588 USA
Phone 1: (843)979-4786
FAX: (843)979-4789
Email: dfries@sunhospitality.com
Website: www.sunhospitality.com
Contact: David Fries

Specialty: We are a turn-key housekeeping provider for the timeshare industry with over 40 years of combined hospitality operations and resort services experience. Sun delivers unparalleled accountability with tailor-made services to meet your unique operational needs. Sun maintains high standards for quality through our fully trained staff. From our Inspectors to our Regional Directors, our supervisors are accredited with Sun Certified Inspector (SCI) designation. "Fresh and Clean... Every time."

HOUSEWARES



Lodging Kit Company

13492 State Route 12
Boonville, NY 13309
Phone 1: (800)328-8439
FAX: (315)942-5622
Email: emartin@lodgingkit.com
Website: www.lodgingkit.com
Contact: Eric M. Martin

Specialty: Lodging Kit is an international supplier of housewares, linens, and furnishings to the resort and hospitality industries. From its three US distribution centers in New York, Florida and Nevada, the company can supply open stock items as well as unit packed kits for new installations and refurbish projects.

LANDSCAPE AMENITIES



The Brookfield Co.

4033 Burning Bush Rd
Ringold, GA 30736 USA
Phone 1: (706)375-8530
FAX: (706)375-8531
Email: hgjones@nexband.com
Website: www.thebrookfieldco.com
Contact: Hilda Jones

Specialty: The Brookfield Co. designs and manufactures fine concrete landscape furnishings. Offering 70+ styles/sizes of planters plus fountains, benches, finials and stepping stones, this company provides the best in customer service. All products are hand cast and finished in fiber-reinforced, weather durable concrete. Many beautiful finishes are offered. Custom work is available. Still run by the two founders and designers, the 30 yr. old Brookfield Co. sells direct to landscape professionals, developers and retailers. Site delivery nationwide. All products ship from Ringgold, GA

LEAD GENERATION



LogiCall Marketing

4411 S 40th St, Ste D-10
Phoenix, AZ 85040 USA
Phone 1: 602-483-5555 xt. 101
Email: tpranger@logicall.net
Website: www.logicall.net
Specialty: Day Drives and Mini-Vacs for Timeshare and Vacation Clubs. Direct Mail, Internet Marketing and Inbound Telemarketing
With our multi-faceted campaigns, it's never been easier to generate prospective buyers. With 40 years of industry knowledge, we know how to keep our clients ahead of the competition. Call today to discuss which marketing platform is best suited to achieve your goals and learn why we are the future of tour generation.

LENDING INSTITUTIONS



CapitalSource

5404 Wisconsin Avenue
Chevy Chase, MD 20815 USA
Phone 1: 301-841-2717
Phone 2: 800-699-7085
FAX: 301-841-2370
Email: jgalle@capitalsource.com
Website: www.capitalsource.com
Contact: Jeff Galle

Specialty: CapitalSource, a division of Pacific Western Bank is a commercial bank headquartered in Los Angeles, California. We lend to Resort Developers and Operators throughout the United States and Canada. With a resort portfolio of more than \$1 Billion, we are the leading lender in the resort industry. We provide \$5-\$30 MM inventory loans and \$10-\$60 MM hypothecation loans. Knowledge of the industry and demonstrated financial strength differentiate us from our competition



Colebrook Financial Company, LLC

100 Riverview Center Ste 203
Middletown, CT 06457 USA
Phone 1: (860)344-9396
FAX: (860)344-9638
Email: bryczek@colebrookfinancial.com
Website: www.colebrookfinancial.com
Contact: Bill Ryczek

Specialty: Colebrook Financial Company, focusing on timeshare lending, provides hypothecation and other financing products for small and mid-sized developers and can offer loans in amounts ranging from \$100,000 to \$30 million or more. We have an innovative approach to financing with rapid turnaround, personal service and no committees. You'll always talk to a principal: Bill Ryczek, Jim Bishop, Fred Dauch, Mark Raunikar and Tom Petrisko, each of whom has extensive timeshare lending experience



Wellington Financial

1706 Emmet St N Ste 2
Charlottesville, VA 22901 USA
Phone 1: 434-295-2033 ext. 117
Email: sbrydge@wellington-financial.com
Website: www.wellington-financial.com

Specialty: Wellington Financial has financed the timeshare industry without interruption since 1981. Specializing in receivables hypothecation, inventory and development loans of \$10,000,000 and up, we've funded over \$5 Billion with our group of lenders. Focused solely on lending to resort developers, we are the exclusive Resort Finance correspondent for Liberty Bank. With over 35 years of expertise in the vacation ownership industry, we lend to credit-worthy borrowers at attractive banks rates.



Whitebriar Financial Corporation

575 Mystic Drive PO Box 764
Marstons Mills, MA 02648
Phone: (508)428-3458
Fax: (508)428-0607
Email: hvwhitebriar@aol.com
Website: www.whitebriar.com
Contact: Harry Van Sciver

Specialty: Receivables Financing. We can Lend or Purchase, including: Low FICO, No FICO and Credit Rejects. Fast Fundings of up to \$5 million. Non-Recourse Financing available, with no Holdbacks. We also Finance Inventory and HOA's, and assist in Workouts. Resort Equity and Bridge Financing available.

MANAGEMENT & OPERATIONS



Getaways Resort Management

PO Box 231586
Las Vegas, NV 89105 USA
Phone 1: (844) 438-2997
Email: tjohnson@getawaysresorts.com
Website: www.GetAwaysresorts.com
Contact: Thomas A. Johnson
Specialty: When you need winning strategies, not just promises from your resort management company, put GetAways more than 25 years of resort management experience to work for your resort. With close to 50,000 owners/members under management in four countries, GetAways has a proven reputation for providing Game Winning Solutions.



Grand Pacific Resort Management

5900 Pasteur Ct Ste 200
Carlsbad, CA 92008 USA
Phone 1: 760-827-4181
FAX: 760-431-4580

Email: success@gpresorts.com
Website: www.gprgmt.com
Contact: Nigel Lobo

Specialty: For decades, we've created experiences worth sharing—from the moment you start dreaming of your vacation to long after you return home. We tailor our services to preserve the distinctive experience offered by your resort, delivering exceptional results based on our longevity and your vision. Our collaboration, consistency, and hands-on approach ensure your success. Owners vacation with us because they appreciate our service culture. Associations stay with us because of the financial strength we build.



Liberte Resort Management Group

118 107th Ave
Treasure Island, FL 33706 USA
Phone 1: 800-542-3648
Phone 2: 727-360-2006

Email: liberteceo@tampabay.rr.com
Website: www.libertemanagement.com
Motto: "From NEW to LEGACY Resort Management"
Specialty: Dennis DiTunno, a 38 year Resort and Timeshare Management Professional. Speaker and author to the Timeshare resort industry, ARDA, TBMA, FTOG, NTOA, FVRMA, Condo Alliance. Consulting, Mentoring and designing Timeshare Community Managers and Boards to over 34 Resorts since 2000 using Hands on management techniques, marketing, re-sales, rentals and much more. Concerned for the future and Legacy status of your resort? Contact us today at CEO@LiberteManagement.com for an open and direct discussion on your resort.



National Hospitality Group

P.O. Box 2489
Myrtle Beach, SC 29578
Phone 1: (843)238-5000 ext 3080
FAX: (843)238-5001
Email: pcordell@nhgvacations.com
Website: www.nhgvacations.com
Contact: Pam Cordell

Specialty: National Hospitality Group (NHG) is a vacation ownership and hospitality organization which provides quality, customized management services for the timeshare industry. NHG is composed of three proven management organizations (SPM Resorts, Defender Resorts and Capital Resorts Group). Combined they have more than 70 years of experience managing resorts and offering services from human resources, accounting, operations, marketing and high volume sales.

MANAGEMENT & OPERATIONS



Vacation Resorts International

25510 Commercentre Drive, #100

Lake Forest, CA 92630 USA

Phone 1: (863)287-2501

Email: jan.samson@vriresorts.com

Website: www.vriresorts.com

Contact: Jan Samson

Specialty: Vacation Resorts International (VRI) is a full-service timeshare management company providing 35 years of innovation, success, best practices, and solutions to over 140 resorts throughout the United States. We have the resources and solutions to generate income for your resort through rentals, resales, and collections. We invite you to discuss your needs with us today! Please contact Jan Samson at 863.287.2501 or jan.samson@vriresorts.com.

MINIATURE GOLF



Cost of Wisconsin, Inc.

3400 Harbor Ave SW Ste 242

Seattle, WA 98126

Phone: (800)221-7625

Fax: (206)223-0566

Email: cfoster@costofwisconsin.com

Website: www.costofwisconsin.com

Contact: Chris Foster

Specialty: Since 1957, COST has been an industry leader in theme construction services. Our highly specialized team works collaboratively with resort owners and developers to deliver customized miniature golf courses that will turn unused, or underutilized, resort space into a profit center. Whether interests include prefabricated miniature golf kits, such as our Micro-Golf® system, or our on-site constructed Adventure Golf, our courses can be developed to fit nearly any space and any realistic budget. Please contact us for more information

NON-JUDICIAL FORECLOSURES



Cunningham Asset Recovery Services

1030 Seaside Drive

Sarasota, FL 34242 USA

Phone 1: 844-342-1196

Email: kmattoni@msn.com

Website: www.timesharenonjudicialforeclosure.com

Contact: Kevin Mattoni

Specialty: Since 1987, Cunningham Property Management has specialized in vacation ownership. Our newest service, C.A.R.S., offers lowest cost, fastest, non-judicial foreclosure to associations, lenders, developers in several states. Resolve delinquency, probate, divorce, no name or address, in 5-6 months. Title insurance available. Large and Small accounts welcome. Large accounts \$265, less than 100 accounts \$345. 100% client repeat and referral. Let us solve your delinquent account problems

OPERATIONS SUPPLIES & EQUIPMENT



AMTEX

736 Inland Center Drive

San Bernardino, CA 92408

Phone: (800)650-3360 Ext 304

Email: JAY WADHER jay.wadher@myamtex.com

Website: www.myamtex.com

Contact: Sujay Wadher

Specialty: AMTEX is a leading national distributor of hotel lodging and maintenance supplies. Specializing in bedding, textiles, housekeeping supplies, room amenities/accessories

OUTDOOR AMENITIES



Kay Park Recreation Corp.

Janesville, IA 50647 | USA

Phone: 800-553-2476

FAX: 319-987-2900

Email: marilee@kaypark.com

Website: www.kaypark.com

Contact: Marilee Gray

Specialty: Manufacturing "America's Finest" park equipment to make people-places people-friendly, since 1954! Product line includes a large variety of outdoor tables, benches, grills, bleachers, litter receptacles, drinking fountains, planters, pedal boats, and more!

PEST CONTROL



Applied Science Labs

PO Box 2416

Mckinney, TX 75070

Phone 1: (619)825-2121

FAX: (732)892-0085

Email: appliedsciencelabs@att.net

Website: www.vaxinatewith88.com

Contact: Rodger Williams

Specialty: Bed Bugs! ONE and DONE. The ONLY product proven to eliminate or prevent bed bug infestation in ONE Treatment!

- Kills on contact Knock 'em down and keep 'em down.
- Eliminates or.... Prevents for up to 12 months with lab and field proven Residulen!
- 100% nontoxic, hypoallergenic and odor free
- Because it is 100% nontoxic.....you can Do It Yourself and save!
- Back-in-service the SAME day!

PEST CONTROL/DISINFECTANT



SteriFab

PO Box 41

Yonkers, NY 10710

Phone: (800)359-4913

Fax: (914)664-9383

Email: Sterifab@sterifab.com

Website: www.sterifab.com

Contact: Mark House

Specialty: Approaching its 50th year on the market. STERIFAB continues to set new standards as it continues to be the only EPA registered product that both disinfects and kills bed bugs and other insects. This ready to use product is available in all 50 States and is ready to use. Available in pints, gallons and 5-gallon containers. STERIFAB.COM 1-800-359-4913

PET SANITATION



DOGIPOT

2100 Principal Row, Suite 405

Orlando, FL 32837 USA

Phone 1: 800-364-7681

Website: www.dogipot.com

Contact: David Canning

Specialty: DOGIPOT® has numerous product designs made from various materials to help fit all of the possible needs of our customers in helping solve their dog pollution issues. We have the most aesthetically pleasing, commercially durable products on the market that are very economical. No one can match our experience, customer service, selection of products or reputation in the market. DOGIPOT® products offer dependability that saves you money!

POOL & WATER FEATURES EQUIP. & MAINT



ChlorKing, Inc.

6767 Peachtree Industrial Blvd

Norcross, GA 30092

Phone 1: 770-452-0952

Phone 1: 800-536-8180 Toll-Free (US)

FAX: 770-685-6576

Email: steve@chlorking.com

Website: www.chlorking.com

Contact: Steve Pearce

Specialty: ChlorKing® Saline-Based Pool Sanitization Systems ChlorKing® salt systems give commercial swimming pools, spas and water parks the most cost-effective, safest water sanitization system available. Patented, heavy-duty ChlorSM® salt chlorination and NEX-GENpH® onsite batch chlorine generation systems keep water clean and lower annual operating costs substantially while eliminating the need handle toxic chlorine, which can cause fires or create dangerous gases when mishandled. Combine with Sentry UV systems to enhance control of pathogens. Finance systems over 36 or 60 months.

POOL & WATER FEATURES EQUIP. & MAINT



Hammerhead Patented Performance

1250 Wallace Dr STE D

Delray Beach, FL 33444

Phone: (561)451-1112

Fax: (561)362-5865

Email: info@hammerheadvac.com

Website: www.hammerheadvac.com

Contact: Customer Service

Specialty: For 20 years, Hammer-Head has led the way in low-cost, safe, easy-to-use manual pool vacuum systems. Our portable, rechargeable, battery powered vacuums are designed for speed and simplicity. Remove debris without using the filtration system and cut your pool vacuum time in half, without shutting down the pool. Hammer-Head cleaning units are made in America and are the #1 choice of military, cruise line, resort, fitness club, and city managers from Key West to Okinawa.



LaMotte Company

802 Washington Ave

Chestertown, MD 21620

Phone: (800)344-3100

Fax: (410)778-6394

Email: rdemoss@lamotte.com

Website: www.lamotte.com/pool

Contact: Rich DeMoss

Specialty: The Mobile WaterLink® SpinTouch™ lab is designed to be used onsite. The precise photometer can measure 10 different tests in just 60 seconds to obtain perfect water chemistry. All the tests results can be viewed on the touchscreen or can be transferred into our DataMate water analysis program. Achieve precision without time consuming test and clean-up procedures. Visit www.waterlinkspintouch.com for more information.



POOL RENOVATIONS



RenoSys Corporation

2825 E 55th Place

Indianapolis, IN 46220

Phone: 800.783.7005

Fax: 317.251.0360

Website: www.renosys.com

Contact: Kym Webster

Specialty: For three decades RenoSys has been Fixing North Americas Pools, Gutters and Decks. Our cost-effective pool renovation solutions have been used by over 5,000 facilities to make old pools like new again. We also manufacture new stainless steel spas and pools, slip-resistant pool decking, pool gutters and grating, and safety padding. We also offer chloramine removal solutions for indoor pools. Call today for a free quote.

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GBG & Associates

500 West Harbor Drive #822

San Diego, CA 92101 USA

Phone 1: 619-255-1661

Email: georgi@gbgandassociates.com

Website: www.gbgandassociates.com

Contact: Georgi Bohrod

Specialty: Public Relations: Positioning Strategy, Placement and Reputation Management
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Whitebriar Financial Corporation

575 Mystic Drive PO Box 764

Marstons Mills, MA 02648

Phone: (508)428-3458

Fax: (508)428-0607

Email: hvswwhitebriar@aol.com

Website: www.whitebriar.com

Contact: Harry Van Sciver

Specialty: Receivables Financing. We can Lend or Purchase, including: Low FICO, No FICO and Credit Rejects. Fast Fundings of up to \$5 million. Non-Recourse Financing available, with no Holdbacks. We also Finance Inventory and HOA's, and assist in Workouts. Resort Equity and Bridge Financing available.

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The Chess House

PO Box 705

Lynden, WA 98264 USA

Phone 1: (360)354-6815

FAX: (360)354-6765

Email: raphael@chesshouse.com

Website: www.chesshouse.com

Contact: Raphael Neff

Specialty: Unplug the gadgets and refresh with a great game for sheer fun. Improve IQ, focus, and face to face time with your loved ones. Chess House has helped countless parks and resorts obtain a low cost, high visibility Giant Outdoor Chess that's easy to maintain and fun for everyone from toddlers to veterans.

RENOVATION CONTRACTOR



Allied Group Hospitality Renovation

2109 Heck Ave
Neptune, NJ 07753
Phone: (732)751-2522
Fax: (732)751-2646
Email: kphillips@addastar.com
Website: www.addastar.com
Contact: Ken Phillips
Specialty: The Allied Group has been renovating hotels, resorts and conference centers since 1987. We have worked with the most prominent ownership groups, management firms and brands throughout the hospitality industry. We are licensed as General Contractors in 41 states. Give us a call to get started on your next project 732.751.2522 ext. 139 | www.addastar.com

RENTALS AND RESALE



SellMyTimeshareNow, LLC

8545 Commodity Circle
Orlando, FL 32819
Phone: 877-815-4227
Email: info@sellmytimesharenow.com
Website: www.sellmytimesharenow.com
Contact:
Specialty: SellMyTimeshareNow.com is the largest and most active online timeshare resale marketplace worldwide. We provide a proven advertising and marketing platform to timeshare owners, while offering the largest selection of resales and rentals to buyers and travelers. With over 5.5 million visits to our family of websites and more than \$254 million in purchase and rental offers delivered to advertisers annually, we have been serving the needs of owners and non-owners alike since 2003.

Timeshares Only

Timeshares Only LLC

4700 Millenia Blvd.
Ste. 250 Orlando FL 32839
Phone 800-610-2734
Fax: 407-477-7988
Email: Ryan.Pittman@timesharesonly.com
Website: www.timesharesonly.com
Contact: Ryan Pittman
Specialty: Timeshares Only is a cooperative advertising company that has served the timeshare resale market for over 20 years. We connect timeshare buyers, sellers, and renters on our online resale platform. Timeshares Only also enhances the timeshare product value by providing owners with maintenance fee relief, numerous monetization options, and exclusive access to the largest selection of travel benefits at remarkable prices. It's a whole new timeshare resale experience.



Vacation Management Services

3200 Ironbound Road
Williamsburg, VA 23188
Phone 1: (855) 201-8991
Email: info@vacationmanagementservices.com
Website: www.VacationManagementServices.com
Specialty: Vacation Management Services offers free management services for timeshare point owners. Looking for a free, reliable closing tool? Or to preserve confidence in an owner's purchase decision? Our program ensures point owners have a reputable resource for generating revenue to help cover maintenance fees. Relieve your potential buyers of the worry of paying for unused vacation time. Our program promises to make their ownership experience great, allowing enjoyment of their investment on their own terms.

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Bay Tree Solutions

400 Northridge Rd., Ste. 540
Atlanta, GA 30350
Phone: 800-647-4130
Email: DMilbrath@BayTreeSolutions.com
Website: www.BayTreeSolutions.com
Contact: Doug Milbrath
Specialty: Bay Tree Solutions is an advertising and marketing company that specializes in assisting owners to resell their vacation ownership interests at a fair price. By avoiding desperate sellers and distressed properties and by using our consultative method, for eleven years we have repeatedly guided clients who sell for prices 30-to-50 percent higher than our closest competitors. Bay Tree provides resort operators, as well as servicing and collection agencies, with a trusted ally

SALES AND MARKETING



Resort Management Services

10745 Myers Way S
Seattle, WA 98168
Phone: (888)577-9962
Fax: (206)439-1049
Email: doug@resortmanagementservices.net
Website: www.resortmanagementservices.com
Contact: Douglas Murray
Specialty: Resort Management Services provides resort developers and HOAs with customized sales programs that generate revenue and enhance benefits for current owners. We reinvigorate membership usage and specializes in meeting with owners and members in their communities. Targeting users and non-users, RMS develops innovative new benefits tailored to improve specific member needs.

SHADE PRODUCTS



FiberBuilt Umbrellas & Cushions

PO BOX 9060
Fort Lauderdale, FL 33310
Phone: (866)667-8668
Fax: (954)484-6654
Email: jordan@fiberbuiltumbrellas.com
Website: www.fiberbuiltumbrellas.com
Contact: Jordan Beckner
Specialty: FiberBuilt is the leading manufacturer of contract grade fiberglass ribbed umbrellas for the hospitality industry. Our innovative rib construction ensures strength, resilience and durability across our full line of shade products. Our wide selection of custom cushions and pillows make a fashion statement at competitive prices. Every pool area, outdoor lounge and al fresco dining space is enhanced and made more comfortable with FiberBuilt's umbrellas and cushions which complement your design aesthetic and fit your budget.

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Phone 2: 602-516-7682
FAX: 602-674-2645
Email: michelle.caron@daelive.com
Website: www.daelive.com
Contact: Michelle Caron
Specialty: Simple, no fuss exchange service with a priority on personal service for the consumer. We offer members and business partners:
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SPI Software

2600 SW 3rd Avenue, 5th Floor
Miami, FL 33129
Phone: (305)858-9505
Fax: (305)858-2882
Email: info@spiinc.com
Website: www.spiinc.com
Contact: George Stemper
Specialty: SPI is the preferred software for selling and managing timeshare properties, vacation ownership clubs and resorts. SPI's Orange timeshare software is a comprehensive suite of services that includes sales and marketing, property management, billing maintenance and more. SPI is a global company with our software installed on five continents providing a breakthrough product based on over 30 years of industry experience. This includes an advanced user interface, all major integrations and cloud-based extendible applications.

SOFTWARE



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3659 Maguire Blvd #100
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Phone: (833)877-7638
FAX: (321)281-6009
Email: Dave@TimeshareProPlus.com
Website: www.TimeshareProPlus.com
Contact: Dave Heine
Specialty: Cloud-based software handles title transfer activities, estoppel orders, account verifications and owner deed requests: You handle owner communications; we automate the paperwork! Cloud-based software including RequestMyEstoppel.com, HoldMyEscrow.com and JiffyDocs.com – use individual modules or as a whole. Online software automates forms, collects payments and fees and produces documents. Title transfer activities, estoppel orders, account verifications, owner deed requests: What once took weeks, now takes only hours! Call for a demo



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Empex Watertoys

50-12 Innovator Avenue,
Stouffville, ON Canada L4A 0Y2
Phone: (480)562-8220
Fax: (905)649-1757
Email: brad@watertoys.com
Website: www.watertoys.com
Contact: Brad Olson
Specialty: Empex Watertoys is a world leader in Splashpads, Sprayparks and commercial water features for kids of all ages. Made of lightweight and durable composite fiberglass, our products offer a Lifetime Corrosion Warranty and are the industry's best choice for retro-fitting old water features at lower installation costs.

TELEMARKETING



LogiCall Marketing

4411 S 40th St, Ste D-10
Phoenix, AZ 85040 USA
Phone 1: 602-483-5555 xt. 101
Email: tpranger@logicall.net
Website: www.logicall.net
Specialty: Day Drives and Mini-Vacs for Timeshare and Vacation Clubs. Direct Mail, Internet Marketing and Inbound Telemarketing
With our multi-faceted campaigns, it's never been easier to generate prospective buyers. With 40 years of industry knowledge, we know how to keep our clients ahead of the competition. Call today to discuss which marketing platform is best suited to achieve your goals and learn why we are the future of our generation.

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Timeshare Escrow & Title

3659 Maguire Blvd. #100
Orlando, FL 32803
Phone: 407-751-5550 ext. 1105
Email: dave@timeshareresaleclosings.com
Website: www.Timeshareresaleclosings.com
Specialty: Trained. Experienced. Trusted
Offering several regulated services to assist buyers and sellers seamlessly and securely transfer timeshare titles. Full licensed, we perform timeshare tile transfers in 23 states, Mexico, the Caribbean and the Bahamas. Call 407-751-5550 for information about our phenomenal inventory buy-back program.

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- Deed preparation
- Full closings
- Escrow services
- Inventory acquisition



Timeshare Title, Inc.

87 Stambaugh Ave., Suite 7
Sharon, PA 16146
Phone: (724)347-1061
FAX: (724)347-4310
Email: shari@timesharetitle.com
Website: www.timesharetitle.com
Contact: Shari Allen
Specialty: Prompt and accurate timeshare closings with escrow service. Staffed with highly trained, experienced closing agents to serve our clients with the most efficient, friendly and personalized service. We take care of all details, including document / deed preparation and recording, collection / disbursement of funds, document distribution and final transfers to the resort. Our unique, user-friendly website is available to all clients 24/7 to follow the status of their closings. Visit our website or call for more information!

TOUR GENERATION



LogiCall Marketing
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 Phoenix, AZ 85040 USA
 Phone 1: 602-483-5555 xt. 101
 Email: tpranger@logiCALL.net
 Website: www.logiCALL.net
 Specialty: Day Drives and Mini-Vacs for Timeshare and Vacation Clubs. Direct Mail, Internet Marketing and Inbound Telemarketing
 With our multi-faceted campaigns, it's never been easier to generate prospective buyers. With 40 years of industry knowledge, we know how to keep our clients ahead of the competition. Call today to discuss which marketing platform is best suited to achieve your goals and learn why we are the future of tour generation.

TRADE ASSOCIATIONS



C.A.R.E. Cooperative Association of Resort Exchangers
 P.O. Box 2803
 Harrisonburg, VA 22801
 Phone: 800-636-5646 (U.S. & Canada) 540-828-4280 (Outside U.S. & Canada)
 FAX: 703-814-8527
 Email: info@care-online.org
 Website: www.care-online.org
 Contact: Linda Mayhugh, President
 Specialty: Established in 1985, C.A.R.E. is one of the industry's leading associations in ethical standards and value propositions. Its internationally diverse member base includes Resort Developers, Management and Exchange Companies, HOA's, Travel Clubs and Wholesalers as well as industry suppliers bringing value-added revenue enhancement opportunities. Members that possess or seek rentable inventory for fulfillment set the foundation of C.A.R.E. with a multitude of scenarios for securing client vacations, increased inventory utilization and heightened yield management.

TRANSPORTATION VEHICLES



Club Car
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 Augusta, GA 30917
 Phone 1: (888)227-7925
 FAX: (706)863-5808
 Email: m.sicard@clubcar.com
 Website: www.clubcar.com/us/en/commercial.html
 Contact: Mary Sicard
 Specialty: Comprehensive Transportation Solutions
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Global Connections, Inc.
 5360 College Blvd, Suite 200
 Overland Park, KS 66211
 Phone 1: 913-498-0960
 Email: mgring@gcittravel.net
 Website: http://www.explorepci.com
 Specialty: Global Connections, Inc. (GCI) - A highly respected resort developer and leader in the travel club and vacation industry, offering travel club fulfillment and servicing, travel search engine development, component-based products, private labeled leisure benefits, exit and affinity programs, premium incentives, resort condominium and cruise fulfillment, wholesale and exchange opportunities. GCI is the owner and developer of resorts in California, Colorado, Florida and Tennessee and further owns and leases multiple resort condominiums throughout the U.S., Canada, Mexico and the Caribbean.

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Travel To Go
 7964-B Arjons Drive
 San Diego, CA 92126 USA
 Phone 1: 800-477-6331 ext. 108
 Email: info@TravelToGo.com
 Website: www.traveltogo.com
 Contact: Jeanette Bunn
 Specialty: Travel To go has been specializing for over 27 years in offering travel club and exit programs, specializing in 8 days, 7 nights luxury resort accommodations, cruises, hotels, and more at discounted rates with 5-Star service.
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 Please contact: info@traveltogo.com
 800-477-6331, ext 108

TRAVEL INCENTIVES



Executive Tour and Travel Services, Inc.
 301 Indigo Drive
 Daytona Beach, FL 32114 USA
 Phone 1: 866-224-9650
 Email: Frank@ettsi.com
 Website: www.ETTSI.com
 Contact: Frank Bertalli
 Specialty: ETTSI Incentive Premiums helps meet your goals with Industry leading incentive programs in travel and merchandise certificates. ETTSI specializes in offering sales premiums in support of Timeshare and Travel Club presentations. Receiving the greatest value; your customers will be serviced with utmost attention. You are buying direct from the fulfillment company. ETTSI listens, understands the needs of their clients, excel at converting that knowledge strategically and tactically designed sales incentive solutions that work!
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 Email: cgring@true-incentive.com
 Website: www.true-incentive.com
 Contact: Clayton Gring
 Specialty: True Incentive, known for its incentive product innovation and quality service, offers a dynamic online catalog of its products such as land vacations, airfare and cruises designed to impact a company's marketing and sales objectives. True Incentive has recently expanded its services to stimulate consumer motivation with: TruePerk, TrueAir and TrueLead.
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I believe this vacation would allow me time for myself to enrich my body, mind, and spirit. In 1999, I received the bad news that no woman ever wants to hear, I was diagnosed with Breast Cancer and I underwent a radical mastectomy and treated with Chemo Therapy. Over time, I had several breastcancer-related surgeries and complications that developed. After completing my Chemo treatments, I slowly recovered, and my cancer was in remission. Recently, this April 2018, I returned to surgery again for the removal of an enlarged lymph node and silicone-leaking breast implants explant en bloc surgery, but thank God there was no cancer detected, and I am still cancer-free!

I continued praying every day for God to grant me a long life with my children, my husband, and may be even grandchildren someday. I always try to think positive that my cancer will stay in remission, but I still worry sometimes if my cancer will return some day. In the past, on occasion, I would even remind my oldest son, Andrew, that if something ever happened to me or my husband, Dean, I needed him to promise me that he would take care of his younger sister, Melissa, and always be there for her. Ironically, and to our dismay, our son was killed by a drunk driver, and our family's lives have been shattered forever.

Needless to say, my journey to healing has taken a tremendous strain emotionally, physical, and spiritually, due to my extenuating circumstances and my life events. But, I know that my faith and trust in God and with my family's support, is how I have found the strength to carry me through my journey.

Rose

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Dave Heine
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