



# COTECARES

NOVEMBER 2023

NEWSLETTER OF COTE FAMILY COMPANIES PEOPLE SERVICES

GRAND VIEW LODGE · TANQUE VERDE RANCH · CAMP LAKE HUBERT · CAMP LINCOLN

## DailyPay

DailyPay is a financial technology platform that provides an innovative solution for employees to access their earned wages before their regular payday. This service allows workers more control over their financial stability, helping them to manage unexpected expenses, save, and reduce reliance on high-interest payday loans. DailyPay partners with employers to offer this benefit, which can improve employee satisfaction and financial well-being.

## Holiday Pay

Cote Family Companies has updated the Holiday Pay Policy for full-time, hourly associates, effective immediately, and is as follows:

Cote Family Companies recognizes three national holidays: Easter, Thanksgiving, and Christmas Day.

Full-time, hourly associates will receive time-and-a-half pay for all hours worked on these recognized days. Full-time hourly associates who are not scheduled for these holidays will be paid as if they were working their typically scheduled shift at their regular hourly rate.

Salaried associates scheduled to work these days should plan on taking a "Comp Day" within 90 days of the holiday.

Our business may require associates to work on national and religious holidays, weekends, and evenings, which are considered regular working days.

## #COTE*Snaps*

Cote Family Companies periodically hosts themed #CoteSnaps contests for a chance to win a mystery prize! Associates will receive a text message from 218-304-9697 stating the current theme.

To enter the contest, simply reply to that message with your photo(s), and the winners will be revealed later. We look forward to seeing you in photos around Grand View Lodge, Tanque Verde Ranch, and/or the Camps!

Previous submissions may be seen at <https://cotefamily.com/cotesnaps/>

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## Embark on a Journey to Better Benefits

The time has come for you to take control of your financial future and well-being. Open Enrollment for benefits is right around the corner, and this is your chance to make choices that can positively impact your life. Whether you're a seasoned employee or new to the company, Open Enrollment is an annual opportunity to review and select the benefits that suit your needs and lifestyle.

### Why Open Enrollment Matters

Open Enrollment is an opportunity to assess and optimize your benefits package, making sure it aligns with your current life circumstances. Here are a few reasons why it's essential:

1. **Customize Your Coverage:** Life changes, and so do your needs. Open Enrollment lets you adjust your healthcare, dental, and vision plans to match your current requirements.
2. **Savings and Protection:** By enrolling in benefits like a retirement plan or insurance coverage, you're securing your financial future and safeguarding your loved ones.
3. **Tax Benefits:** Some benefits, such as Health Savings Accounts (HSAs) and Flexible Spending Accounts (FSAs), provide you with valuable tax advantages.

### What to Expect

This month, you'll receive information and resources to guide you through the Open Enrollment process. Here's a quick overview of what to expect:

1. **Educational Materials:** You'll receive documentation that explains your current benefits and any changes for the upcoming year.
2. **Online Tools:** Links can be found on your ADP homepage to help you review, select, and submit your benefit choices for your convenience.
3. **Deadlines:** Pay close attention to the deadlines. Missing the Open Enrollment window might mean waiting a whole year to make changes.

### Get Prepared

Before Open Enrollment begins, take some time to reflect on your needs, goals, and aspirations. Consider factors like your health, family situation, and long-term financial plans. Review your current benefits to identify any gaps or areas that need improvement.

If you have questions or need assistance, reach out to your People Services department. They are there to help you understand your options and make informed decisions.

Don't miss out. Start thinking about your priorities and be prepared to make the most of this year's Open Enrollment period. Your future self will thank you for it.



## November Paydates

Nov. 9th  
Nov. 22nd

## November Holidays

Nov. 5th - Daylight Savings Ends  
Nov. 11th - Veterans Day  
Nov. 23d - Thanksgiving  
(Corporate People Services Office Closed for Thanksgiving Day)



# Associate's Birthdays

Date	Dept.	Name	Dept.	Name	Dept.	Name	Dept.	Name
1	NWS	Charlene Horak	PMT	Robert Krueger	CMP	Stuart Swearingen		
2	CMK	Kathrine Goetz						
3	VMT	Bo Jedinak	HKP	Dakotah Schlieff	MNT	Allen Skallman		
4	FOH	Mackenzie Brock	ACT	Sarah Neumann	SPA	Benjamin Stein		
5	BAR	Desiree Bennin	RSV	Joseph Doucette	HIK	James Garrigues		
7	RES	Stacy Erholtz	RES	Chandron McMillan	LDR	Scarlett Sahr		
8	PGF	Cheyenne Bryant						
9	PRG	Gillian Cole	CAT	Kieth Nelson	DNE	Analise Rivera-Nelson		
10	SPA	Kimberly Thomas	RSV	Josephine Swanson	ADM	Rebecca Thelen		
12	ACT	Heidi Skaaland						
13	CRU	Miles Kiewel	PMT	Thomas Welshons				
14	BOH	Kalli Hedlund						
15	PMT	James Bodell	SPA	Lisa Miles Delton	REC	Collin Friberg	PGF	Joseph Zaczkowski
16	MNT	Gregory Pregrocki						
17	PMT	Dan Donnelly	TRN	James Novak	NWS	Natalie Pederson		
18	FDR	Hayden Boelter	CMP	Jessica Deutsch-Lyman	SPA	Susan Norlander		
19	MPA	Lisa Hespen						
20	HKP	Kristi McClelland	PGF	Madeline Ranweiler	ACT	Amy Walker		
21	SPA	Lexus Mulligan	KIT	McKenzie O'Leary	NWS	Ramirez Pastrana	BOH	Ibrahim Turkan
22	PRG	Danica Sagona						
24	FDR	Cody Albert	CAT	Samual Jourdan	FOH	Adria Leforte		
25	CAT	Paul Anderson	HSK	Caroline Hauer	VGF	Madelyn Ouart		
27	MNT	John Basswood	CTR	Dakota Troy				
28	VMT	Lyle Johnson	MNT	Jeffery Klein	VMT	Richard Welding		
29	REC	Liam Suer						
30	CTR	German Munoz						

“True hospitality is marked by an open response to the dignity of each and every person.”

-KATHLEEN NORRIS

## Anniversaries with Cote Family Companies

26 Years!			
CMP		Samuel "Ruggs" Cote	
6 Years!			
KIT	Adrian Estrada	REC	Morgan Lueck
SPA		Jessica Ostrowski	
5 Years!			
SPA		Lauri Besmehn	
4 Years!			
TRN	Daniel LaRouere	WRA	Joe Valdez
3 Years!			
KID		Alyssa Hamilton	
2 Years!			
DNE	Trinity Buber	MNT	Thomas Krueger
CTR	Belia Talamantez	CTR	Alicia Salazar
ADM	David Gambrell		
1 Year!			
NWS	Anna Glover	HSK	Zoey Schmidt
FOH	Mackenzie Brock	CAT	Robert Clement
SPA	Brihanna Meredith	KIT	Gavin Arnold
CTR	Natalia Hablutzel-Waddell	WRA	Callista Brown
REC	Gabrielle Jensen	MNT	Thaddeus Melvin
FDR	Alexandra Sabol	FBA	Tracey Wallin
HKP	Hailey Wilson	MNT	Heath Bauer
PRG	Ian Lemus	HSK	Trista Mausolf
FOH	Isabelle Smith	FBA	Weston Smith
BIK	Jody Bartz	TRN	Richard Martinez
PGF	Jesse Nelson	NWS	Sarah Ciardelli
CAT	Lee Byram	SPA	Kimberly Thomas

## Welcome New Hires!

Dept.	Name	Company
DSK	Jessica Waage	GVL
CTR	Gemma Marquina Moreno	TVR
KIT	Nicholas Rodriguez	TVR
FRD	Kathryn Doshier	TVR
WRA	Sophia Wellise	TVR
CAT	Aralyn Marcelo	GVL
HKP	Nicholas Green	TVR
HKP	Kaden Mercer	TVR
SLS	Giovanna Gonzalez	TVR
RET	Gianna Hart	GVL
BIK	Nathaniel Orr	TVR
HKP	Elvira Shay	TVR
HSK	Mercedes Beach	GVL
RSV	Lisa Kubichek	GVL
CRU	Grace Schechter	GVL
HTL	Madeline Newenhouse	GVL
VDR	Destiny Borgen	GVL
HSK	Margaret Cline-Cook	GVL
HKP	Angelina Connell-Grams	TVR



## Open Requisitions

Company	Home Department	Job Title	Job Description
CORP	PEOPLE SERVICES CORPORATE	Manager of Training & Quality Assurance	The Corporate Director, Training & Q/A is our company's "brand champion". This person assists/drives culture into all we do, with a focus on the Associate's Journey. The incumbent will drive our brand into our recruiting, engagement and ultimate place in our various communities. This role is responsible for conducting operational needs assessments & assists leaders in the development of training options to fill service and/or procedural gaps. The role evaluates the quality of our guest and associate journeys, ensuring the service delivery to both populations meet our expectations. The incumbent will monitor/administer and "own" our compliance training component (and any LMS in place). Finally, the role will hold all leaders at all levels accountable for our service mindset.
CORP	MARKETING CORPORATE	Marketing Communications Coordinator	This corporate position is responsible for communications, media, and advertising, ensuring that we effectively represent the company's products and services to both prospective and current guests. The position supports all of Cote Family Destination's entities, including Grand View Lodge, Tanque Verde Ranch, Camp Lincoln/Lake Hubert, and Grand View Real Estate. Must know the Adobe Creative Suite, including experience using Adobe Photoshop and InDesign Ability to utilize advanced software typical of marketing roles, Microsoft Office, WordPress, for example Graphic Design experience is essential to this position

# Open Requisitions

Company	Home Department	Job Title	Job Description
TVR	CATERING	Banquet Server	The banquet server will be responsible for providing excellent banquet food service to the guests for all functions and special events.
TVR	KIDS PROGRAM	Wrangler	Looking for positive, enthusiastic wranglers to work in our kids riding program while maintaining the highest industry standards. Must have riding experience and be excited to work with kids (4-12) in a traditionally western riding setting. Kids wranglers will be responsible for teaching traditional western riding techniques, as well as accompanying children on trail rides and to other actives such as fishing, archery, tennis and much more!
TVR	KITCHEN	TVR Cook	The Cook is responsible for preparing food according to pre-established guidelines and standards, ensuring only quality foods are produced on a timely and efficient manner. A fine dining cook is responsible for preparing and presenting gourmet dishes with precision and artistry. They work closely with the sous chef and kitchen team to maintain the highest standards of food quality, taste, and presentation in a fine dining establishment. Attention to detail, creativity, and a deep understanding of culinary techniques are essential for success in this role.
TVR	EVENING DINING ROOM	Evening Host	A Host or Hostess greets customers as they enter the restaurant. They are responsible for taking reservations or putting them on a wait list, give guests menus and show them to their seat. Hostess/Hosts may also handle phone calls and customer inquiries about the restaurant and the menu. They may also assist other restaurant staff when necessary.
TVR	FRONT DESK	Front Desk Agent	The Front Desk agent is responsible for providing guests with excellent customer service along with greet guests in a timely manner. Responsible for selling services and amenities. Manage phone activity including providing general knowledge to callers. Answer inquiries regarding Ranch services and registration by letter, by telephone and in person. Provide quotes for room rates and up-sell the guest when possible. Responds to guest inquiries. Assist in coordinating the Front Desk and the Housekeeping Department. Register and assign rooms to guests. Resolve guest complaints within scope of authority.
TVR	TVR HOUSEKEEPING	Housekeeping Lead	The Housekeeping Lead is responsible for leading a crew of Housekeeping Attendants in an effort to complete the assigned housekeeping duties of a specified area while meeting standards of quantity and quality. Must have good leadership skills. They are able, when business allows, to "self-inspect".
TVR	TVR HOUSEKEEPING	Laundry Attendant	The Laundry Attendant is responsible for the sorting, washing, folding and storage of all linen. As guest service is everyone's job, responsible for providing excellent, memorable guest service to all guests.
TVR	TVR HOUSEKEEPING	Housekeeping Public Areas	The Housekeeping Public Areas attendant is responsible but not limited to: cleaning bathrooms, replenishing supplies, sweeping and mopping large floor surfaces, emptying garbage's, dusting, vacuuming, cleaning carpets, washing windows, deep cleaning of all public spaces including the spa and pool, and transporting items to guests and other resort departments. The Public Areas Housekeeper must be able to communicate with supervisors and managers when supplies are getting low and any repairs or maintenance to be done.
GVL	ADMINISTRATION	Managing Director	The Managing Director will embrace the company's vision and service culture promoting unity and teamwork amongst all departments and cultivate a supportive and productive relationship with internal and external partners. S/He is responsible for creating a welcoming, caring hospitality environment consistently optimized and maintained, whereby guests' needs, desires and expectations are met, if not exceeded. The Managing Director will embrace the property's vision and service culture promoting unity and teamwork amongst all departments and cultivate a supportive and productive relationship with internal and external partners. The incumbent must take a "people first" approach to the business, ensuring an engaged, satisfied workforce. S/He is expected to provide leadership and direction for the organization, while leading operational planning and initiatives aligned with strategic priorities and goals. This position is responsible for the strategic oversight of operations for the property, including sales and marketing, finance, human resources, engineering, property management, real estate and all resort/hotel operations. The Managing Director will lead the property executive committee to consistently deliver distinctive and memorable service and exceptional operational standards, realizing the objectives of the ownership group.
GVL	ADMINISTRATION	Director of Finance	Responsible for consistently delivering results contributing to the mission and overall success of the Resort. The incumbent assumes overall responsibilities for the resort's finance and accounting functions, closely partnering with key employees of the property (and organization) to ensure profit growth. The role is collaborative and one providing support to various operational teams in guest service efforts and/or problem-solving. The incumbent will report to the Managing Director of Grand View Lodge, with a dotted line to the CFO.

# Open Requisitions

Company	Home Department	Job Title	Job Description
GVL	CATERING	Director of Catering	The role involves the development and execution of comprehensive sales and marketing strategies for the catering department. This includes acquiring new accounts, managing existing accounts, devising strategies to surpass revenue targets, and optimizing the hotel's profitability, all while upholding the highest levels of guest satisfaction. The Director of Catering plays a pivotal role in cultivating new catering opportunities while simultaneously serving as a bridge between clients and operational departments. This ensures repeat business and the flawless execution of all events.
GVL	CRU	Cook	The Cook is responsible for preparing food according to pre-established guidelines and standards, ensuring only quality foods are produced on a timely and efficient manner. A fine dining cook is responsible for preparing and presenting gourmet dishes with precision and artistry. They work closely with the sous chef and kitchen team to maintain the highest standards of food quality, taste, and presentation in a fine dining establishment. Attention to detail, creativity, and a deep understanding of culinary techniques are essential for success in this role.
GVL	CRU	Dishwasher (Kitchen Assistant)	The Dishwasher/Kitchen Assistant is responsible for ensuring utensils, glassware, dishes are properly and thoroughly cleaned/prepped for external/internal guest use. They are to follow pre-established guidelines and standards, ensuring timely and efficient completion of duties.
GVL	F&B ADMIN	Server Assistant	The role of Server Assistant will be responsible for providing excellent meal service to the guests for all meal periods. The Server Assistant has an integral part of the restaurant. They will assist the hosts and servers. Responsibilities include clearing dirty dishes from the table as well as delivering plates to guests.
GVL	FRONT DESK	Guest Services Manager	The Guest Services Manager is responsible for the general management of Front Desk, Reservations, and Transportation Departments. This role is responsible for assessing associate performance, creating strategies and services to enhance productivity and the guest experience, with the ultimate goal of operational excellence. The role oversees front desk, reservations and transportation – all key guest “touch points” within the Rooms Division.
GVL	HOTEL	Barista	Are you a coffee lover with a passion for making the best cup of coffee? Join our wonderful team as a Barista at Brew - a beer, wine, and coffee lounge located in North Hotel. This position requires an individual who can provide exceptional customer service and create delicious coffee beverages for our resort guest!
GVL	HOUSEKEEPING	Preppers House Person	The House Person is responsible for the re-stocking and refilling all supplies and chemicals in the assigned linen rooms and main housekeeping area.
GVL	HOUSEKEEPING	Laundry Attendant	The Laundry Attendant is responsible for the sorting, washing, folding and storage of all linen. As guest service is everyone's job, responsible for providing excellent, memorable guest service to all guests.
GVL	HOUSEKEEPING	Room Attendant (Housekeeping)	Responsible for providing excellent, memorable guest service to all guests while maintaining outstanding professionalism that reflects the Company's commitment to creating memories for its guests, staff and shareholders. Room Attendant does this by ensuring that the cabin and/or hotel room is thoroughly cleaned and maintained to the standards set by the organization.
GVL	SALES	Wedding Coordinator	The Wedding Coordinator plays a crucial role in assisting Wedding Sales Manager(s) in achieving successful events and transactions. This position involves the preparation and oversight of contracts, as well as responding to RFP/RFI inquiries for prospective couples. Responsibilities also encompass conducting wedding tours, engaging in sales activities, and coordinating billing processes.
GVL	PUBLIC AREAS	Housekeeping Public Areas	The Housekeeping Public Areas attendant is responsible but not limited to: cleaning bathrooms, replenishing supplies, sweeping and mopping large floor surfaces, emptying garbages, dusting, vacuuming, cleaning carpets, washing windows, deep cleaning of all public spaces, and transporting items to guests and other resort departments. The Public Areas Housekeeper must be able to communicate with supervisors and managers when supplies are getting low and any repairs or maintenance that must be complete.
GVL	RESERVATIONS	Reservations Attendant	Reservation Agents are friendly and efficient, helping guests find the right accommodations to fit their needs, suggesting different packages or amenities that our resort offers and asking questions to help determine what the client needs. Reservation Agents also take credit card information over the phone and may begin the billing process.

# Open Requisitions

Company	Home Department	Job Title	Job Description
GVL	PUBLIC AREAS	Window/Carpet Cleaning Public Areas	The Window/Carpet Cleaning Public Areas Attendant is primarily responsible for cleaning carpets and washing windows in guest units and public spaces, but could also include: cleaning bathrooms, replenishing supplies, sweeping and mopping large floor surfaces, emptying garbage, dusting, vacuuming, deep cleaning of all public spaces including the spa and pool, and transporting items to guests and other resort departments. The Window/Carpet Cleaning Public Areas Attendant must be able to communicate with supervisors and managers when supplies are getting low and any repairs or maintenance that must be complete.
GVL	RESORT SERVICES	Grounds Supervisor	The Grounds Supervisor is responsible for ensuring overseeing all projects and ensuring their timely completion. The incumbent must meet expectations regarding the property's general appearance. The role encompasses expectations regarding personal and team appearance, along with maintaining a positive, team-oriented attitude regarding the property, landscaping, guests and fellow employees. Position will project plan when necessary, ensures that all employees within the department are achieving work/task expectations.
GVL	RESORT SERVICES	Grounds Worker	The Grounds Worker is responsible for maintaining the grounds whether through flowers, irrigation, upkeep or other form of landscaping.
GVL	RETAIL	Retail Attendant	The Retail Attendant is responsible for providing services to guests in the gift shop. As a Retail Attendant you will operate the cash register, aid guests in coordinating gift and clothing purchases, and display general knowledge of the Resort, including history and locations of buildings at the Resort.
GVL	SPA	Spa Front Desk	As a Spa Attendant, you will play a crucial role in ensuring the smooth operation of the spa facility and providing exceptional customer service to spa guests. Your responsibilities will include maintaining cleanliness, assisting clients, and supporting the overall spa experience.

## CORE VALUES (I.C.A.R.E.)

Behavioral norms, beliefs, ideals that are important to Cote Family Companies

**INTEGRITY** – Value Integrity by leading with honesty and taking responsibility for my actions, giving people the benefit of the doubt, and putting others’ needs above my own.

**COMPASSION** – Show Compassion through kindness and empathy, treating others the way they want to be treated. Caring about the individual, honoring their work, as well as their contributions to our community.

**ACCOUNTABILITY** – Embrace Accountability, owning my own tasks and commitments through timely follow up and being one others can count on.

**RESPECT** – Be Respectful of others by accepting who they are, even when they’re different from me or don’t agree with me. Listen to others, be polite, and appreciate others’ boundaries.

**EMPOWERMENT** – Empowered others to be the best possible versions of themselves through trust, support, and without fear of failure.

## SERVICE VALUES (G.R.A.C.E.)

Our approach in serving our guest

**GRATITUDE** – Focus on what’s good in life, be thankful, and appreciate what we have.

**RESPONSIVE** – I will own and solve every situation because I am empowered.

**ATTENTIVENESS** – Paying attention, being thoughtful and courteous.

**CONSISTENCY** – Always behaving or performing in a similar way.

**EXCELLENCE** – Greatness, being the very best!



## NOVEMBER 22ND Go for a Ride Day

As the holiday’s approach, life becomes chaotic, and perhaps a bit stressful. Take a breather and go for a relaxing ride. You will return much calmer and more refreshed.

Whatever your means of transportation, have a happy Go For a Ride Day.