



COTECARES

DECEMBER 2023

NEWSLETTER OF COTE FAMILY COMPANIES PEOPLE SERVICES

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



Holiday Wishes From Our CPSO

Everyone,

As we close 2023, there is so much to reflect on. Our culture has taken shape, and our brand reflects it. We are moving this organization into something special. I am confident that 2024 will bring more growth, success and excitement.

So much behind us and so much ahead!

Let me take this opportunity to thank each and every one of you for your incredible efforts. I further want to express considerable appreciation to your families, as they have sacrificed time with you, as you have worked so hard for Cote Family Companies.

I wish you and your families a joyous holiday season filled with warmth, laughter and love. May the new year ahead be filled with prosperity, good health, and countless opportunities for success. Have a wonderful holiday season!

Merrick Dresnin, Chief People Services Officer



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Reminder

Update Addresses

As we approach the year's end, please take a moment to log into ADP and ensure your contact information, especially your address, is up-to-date in our records. This ensures smooth delivery of important documents like your W-2 forms. Thank you for your attention to this matter!



COTECARES



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Save the Date!

*TVR Presents: A Roaring 20's
Holiday Party*

Monday, December 11th 5:00pm – 10:00pm
Costumes encouraged – Not required

Please start sending team photos for the slideshow to
tvrholiday@gmail.com

Volunteers needed!
Please see Valerie or Alicia to sign up.

Reception 5pm - 6pm
Dinner 6pm - 7:30pm
Raffle 5pm - 9pm
Photos 5pm - 9pm

Each employee may bring 1 guest, no children please.

RSVP by December 4th with your Full Name, Department, and your Guest's Full Name to tvrholiday@gmail.com

Please send photos of your team to tvrholiday@tvgr.com

Extra Photos \$10 Cash / Tip Your Bartender!

December Paydates

Dec. 7th
Dec. 21st

December Holidays

3rd - Advent Begins
7th - Hanukkah (or Chanukah) Begins
- Pearl Harbor Day
21st - Winter Solstice
23rd - Festivus
25th - Christmas Day
26th - Kwanzaa Begins
31st - New Years Eve
(Corporate People Services Office Closed for Christmas Day)



Gather with your loved ones and other families for a joyful celebration. Revel in a full day of resort amenities, sleigh rides, superb cuisine, and a special visit from Santa. Engage in exciting prize giveaways and take part in bidding on charity-themed baskets from various departments (with all proceeds benefiting Smiles for Jake).

RSVP for up to six family members, and for additional RSVPs, contact People Services. This is an event not to be missed! 🎄👶🎅🌲

let's
**MINGLE
& jingle**

JOIN US FOR A
HOLIDAY PARTY

DECEMBER 17 3:00 PM - 6:00 PM
Gull Lake Conference Center - GVL
23521 Nokomis Avenue
Nisswa, MN 56468

rsvp by December 11th





GVL CMA Awards

Congratulations on winning the Creating Memories Award!

Aundrea Splittstoser – Front Desk Agent
 David LeBlanc – Maintenance Warehouse Attendant
 Lindsay Sypnieski – Wedding Sales Manager
 Neal Hall – Breakfast Cook

TVR Employee of the Quarter

Congratulations on being the Employees of the Quarter!

Ramin Koohnoorijam – Cook
 Jeannie Gilbert – Banquet Server

Fall #CoteSnaps Winners



Employee Assistance Program

While holidays often bring joy, they can also bring stress and challenges. Remember, our Employee Assistance Programs are here to support you during these times.

The ComPsych® GuidanceResources® program is our comprehensive Employee Assistance Program (EAP), offering confidential support and resources to help you manage life's challenges. From mental health counseling and financial guidance to legal consultations and work-life solutions, this program is designed to assist you and your family in times of need. Whether it's stress, relationship issues, financial concerns, or other personal matters, GuidanceResources® is here to support your well-being, providing confidential assistance 24/7, 365 days a year.

Contact Your GuidanceResources® Program
 Call: 800.344.9752 TDD: 800.697.0353
 Online: guidanceresources.com
 App: GuidanceResources®
 Now Web ID: NYLGBS

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.

Associate's Birthdays

Date	Dept.	Name	Dept.	Name	Dept.	Name	Dept.	Name
1	SLE	Julie Giorgio	REC	Ethan Kosloski				
2	ACT	Eric Famoso						
3								
4	PRG	Robert Friend	HSK	Sarah Bryant	SPA	Andrea Miller	HSK	Chance Carrier
5	REC	Clair Hillan						
6	RSV	Jasper Fuchs	RSV	Lee Beckrich				
7	CTR	Neomie Martin						
8	HKP	Nicholas Green						
9	NWS	Erica Hjelle						
10	CAT	Alyssa Jackman						
11	KIT	Jeremy Willingham	SPA	Dacia Magnus	CLM	Mike O'Hern		
12	WRA	Marty Orenstein	CTR	Abigail Lizotte	HPA	Kohler Moser		
13	PRG	Ian Lemus	REC	David Goslee				
14	KID	Daniel Downey						
15	NIT	Daniel Silva	HSK	Brandon Koop				
16	TRN	Michael Vigil	LDR	Jessica Finnley				
17	HSK	Twyla Day						
18	FOH	Holden Kaczor	MNT	Mike Nepsha	MNT	Thomas Krueger	VGF	Elise Derosier
19								
20	LDR	Nicole Rothleutner	MNT	Thaddeus Melvin	SLE	Kelli Wawro	RES	Martika Ward
21	HSK	Ashlyn Peet						
22								
23								
24								
25								
26								
27	FOH	Iryna Wester						
28	MNT	Heath Bauer						
29	CRT	Jeannie Gilbert						
30	DSK	Chris Linehan	TRS	Sam Kibwaa				



Anniversaries with Cote Family Companies

17 Years!			
NAT	Richard Hartigan		
13 Years!			
PGF	Tim Martin		
11 Years!			
FOH	Amanda Foss		
7 Years!			
DSK	Briana Spicola	FRD	Trevor Ormsby
6 Years!			
ACT	Tami Anderson	HIK	James Garrigues
5 Years!			
WRA	James Wachter	HSK	Amber Maki
NWS	Alexander Taylor		
3 Years!			
BIK	John Babiarz		
2 Years!			
PGF	Eric Martin	KIT	Ramin Koohnoorijam
DNE	Aidan Mease	STO	Tammy Smith
NWS	Morgan Wodarz		
1 Year!			
NWS	Carli Grossman	CAT	Keely Budge
HSK	Sam Hansen	KIT	Kelly Davis
SPA	Laura Bedard	SPA	LiAnna Clement
HTL	Amani Kibwaa	NWS	Natalie Pederson

Welcome New Hires!

Dept.	Name	Company
HIK	David Leatherberry	TVR
KID	Furious Westerlund	TVR
CTR	Neomie Martin	TVR
DNE	Kahri Balderrama	TVR
HSK	Lilah Nagel	GVL
TRN	Michael Vigil	TVR
HSK	Ashley Sullivan	GVL
BOH	Jake Harper	GVL
TRN	Wendi Mabee	TVR
SEC	Mitchell Struffert	GVL
DNE	Hudson Good	GVL
HSK	Katherine Fuchs	GVL
HKP	Terri Keppel-Kolb	TVR
BOH	John Hilgers	GVL
GRO	Mitchell Young	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
CORP	INFORMATION TECHNOLOGY	Corporate Director of Information Technology	The Corporate Director of Information Technology (IT) is responsible for providing enterprise leadership in Information Technology. The role manages the company's IT infrastructure, software management and oversees technical support. The role maintains and enforces company-wide security and compliance policies. This position is based in the Corporate Offices, Eden Prairie, MN.
TVR	ADMINISTRATION	Accounting Support Specialist	The Accounting Specialist will analyze information, maintain complete and accurate records, assist with routine accounting duties, and provide prompt responses to inquiries from workers. Strong communication and computer skills is a must. Process bank transaction entries (deposits, withdrawals, transfers) Scan checks for deposit, settle credit card transactions, enter transactions into payroll module for processing (tips, commissions, meal plan tips), prepare daily labor reports, retrieve requested guest charge tickets as needed, prepare statements to be mailed monthly, organize and file banquet event orders, mail distribution, answering main phone, enter inventory requisitions. Other duties as assigned
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	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 that must be complete. They must ensure guest satisfaction by maintaining approved cleaning standards and procedures set by the Resort.
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	CATERING	Catering Bartender	The Catering Bartender is responsible for providing excellent wine, beer and liquor service to the guests in all outlets and during all functions and special events. This position is responsible for receiving and filling guest orders for the day and ensuring the work area is always clean and neat.
TVR	EVENING DINING ROOM	Bartender	The role of Bartender will be responsible for providing excellent food, wine, beer and liquor service to the guests in all outlets and during all functions and special events. This position will be responsible for receiving and filling guest orders for the day, handling food in a safe manner and ensuring the work area is always clean & neat.
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	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. Cooks are further divided by skill-set, as Cook I, II & III (Cook I being highest).
TVR	KITCHEN	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	ADMINISTRATION	Managing Director	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 and 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. 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.

Open Requisitions

Company	Home Department	Job Title	Job Description
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.
GVL	CATERING	Banquet Captain	The Banquet Captain ensures the seamless execution of every on-site event, overseeing the setup to breakdown process. They coordinate events, proactively attending to guest needs and addressing issues as they arise during the event.
GVL	F&B ADMIN	Executive Chef	The Executive Chef holds the key responsibilities of menu planning, overseeing food preparation, managing back-of-the-house operations, and handling cost management. Furthermore, this role collaborates with the management team to boost sales and foster business growth. The Executive Chef actively supervises, delegates tasks, and engages hands-on in kitchen operations alongside staff, ensuring the delivery of high-quality food with timely service. Creativity is essential, as the Executive Chef is tasked with continuously innovating and developing new menus, offerings, and options to cater to our expanding guest base.
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	F&B ADMIN	Restaurant Server	As a Resort Restaurant Server, you play a pivotal role in delivering an exceptional dining experience to our guests. Your primary responsibility is to provide attentive and personalized service, ensuring the satisfaction of our patrons. This position involves a combination of customer interaction, menu knowledge, and teamwork in a dynamic hospitality setting. About Cote Family Companies: www.cotefamily.com
GVL	HOUSEKEEPING	Room Attendant	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	BACK OF HOUSE	Cook	Position Overview: 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. Cooks are further divided by skill-set, as Cook I, II & III (Cook I being highest) Duties & Responsibilities: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Preparing food according to guidelines and standards. Cleans, maintains and closes work area. Demonstrates satisfactory food quality, presentation and consistency. Maintains all food safety requirements at "inspection quality" Equipped for service on time. Demonstrates satisfactory food presentation, quality, and consistency Works well with diverse groups of people. Maintains personal hygiene Communicates closely with supervisor all repairs, kitchen inventory needs Other duties may be assigned.
GVL	BACK OF HOUSE	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	MAINTENANCE PROPERTY	Maintenance (Property) Worker	The role conducts various labor tasks as assigned (generally exercising particular skill-set on such tasks). The role works with other departments, vendors and business partners. The position assists various administrative and/or tactical projects. As guest service is everyone's job, 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. Duties & Responsibilities: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Responsible for basic repair/light maintenance of: plumbing, electrical, HVAC, refrigeration, pools, lighting, appliances, fire suppression systems, flooring, painting, furniture, and preventative maintenance inspections. Maintains shop, vehicle, and equipment. Prepares detailed time sheet and records of maintenance activities. Generates written work orders, assists in any of the property department functions. Maintains safe work habits and uses all precautions as recommended or required for each tool or machinery. Maintain strong relationship with all other departments to make sure communication is seamless. Other duties may be assigned Job Requirements: This position requires previous general repair/handyman experience and be able to use all general repair tools Ability to manage time well, meet imposed deadlines and ability to work flexible hours The position requires the ability to lift over 50 pounds occasionally.

Open Requisitions

Company	Home Department	Job Title	Job Description
GVL	NORTHWOODS	Restaurant General Manager	This role entails overseeing the thriving Northwoods Pub & On the Rocks Patio at Grand View Lodge Spa & Golf Resort. The position requires providing outstanding guest service with comprehensive product expertise, ensuring the highest quality of offerings. It is a results-driven responsibility, involving strategic management of both labor and products. The person in this role must exhibit a warm and inviting approach to guest service, demonstrating a dedicated passion for delivering an exceptional "gastro-pub" food and beverage experience.
GVL	RECREATION	Assistant Recreation Manager	The Assistant Recreation Manager is responsible for working with staff and for guests to develop events and activities consistent with resources, needs and interests of the resort guests at the Recreation Center. This is a management position that requires extensive planning, organization and decision-making. The Assistant Recreation Manager is also responsible for developing and maintaining good relations with all department Management and North Park staff.
GVL	RECREATION	Recreation Attendant	As a Recreation Attendant at our luxury resort, you will play a vital role in creating memorable experiences for our guests by ensuring the smooth operation of the fitness center, pool, kids club, and resort store. You will be responsible for facilitating a positive and engaging atmosphere, promoting guest satisfaction, and contributing to the overall success of our recreational facilities.
GVL	SALES	Catering Sales Manager	The Catering Manager holds the pivotal role of devising and executing sales and marketing strategies for the catering department. This includes acquiring new accounts, sustaining existing ones, surpassing budgeted revenues, and optimizing hotel profitability without compromising guest satisfaction. Acting as a liaison between clients and operating departments, the Catering Manager ensures repeat business and flawless event execution. With a focus on weddings and catering events, the manager maximizes sales, explores new markets, and adeptly administers responsibilities. Responsibilities extend to managing the annual budget and monthly profit and loss statements for catering and banquets, serving as a liaison between the food and beverage team and the sales department.
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	SPA	Spa Front Desk	Responsible for providing excellent, memorable guest service to all Spa patrons while maintaining outstanding professionalism that reflects the Company's commitment to creating memories for its guests, staff and shareholders. Responsible for ensuring Spa remains pristine in terms of cleanliness and presentation. Duties & Responsibilities: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Provide the utmost in guest service to all guests visiting facility, manage phone activity including providing general knowledge to callers, answer enquiries regarding company services and registration by letter, by telephone and in person, responds to guest inquiries as needed, manage walk-in traffic, smile and greet guests in a welcoming manner, assign treatments to guests, as well as sell items/accessories, provide guests information about services available, verify that the correct charges and credits are posted, collect payment for charges, resolve guest complaints within scope of authority; otherwise refer the matter to the management, follow security and safety standards at all times, maintain and ensure front desk and lobby area are neat, organized and appealing and presentable to guests, ensure all cash and cash equivalents are accounted for and balanced at the beginning and end of each work shift. Other duties may be assigned.

“The joy of brightening other lives becomes for us the magic of the holidays.”

-W. C. JONES



Meet Your People Services Team



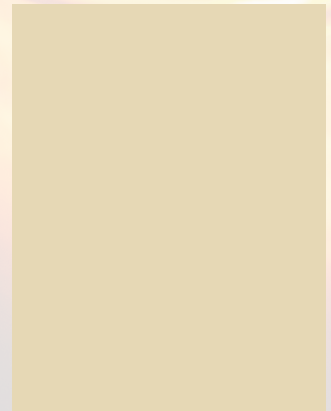
Merrick Dresnin
Chief People
Services Officer



Sara Spaeth
Corporate Officer,
People Services



Kaylene Madsen
People Services Manager,
Grand View Lodge



Coming Soon
People Services Manager,
Tanque Verde Ranch



Michaela Reed
Corporate People
Services Administrative
Assistant



Emma Mills
People Services
Representative,
Grand View Lodge