



COTECARES

FEBRUARY 2024

NEWSLETTER OF COTE FAMILY COMPANIES PEOPLE SERVICES

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

Updated Policies & Standards

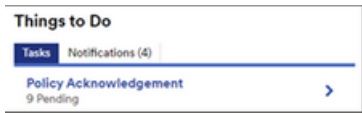
We wanted to ensure that you are aware of our latest policies/standards. We kindly request that you log into your ADP account and review them at your earliest convenience.

The policies you will be reviewing/acknowledging:

1. Anti-Harassment
2. Code of Conduct
3. Remote/Hybrid Work
4. Confidentiality
5. Drug, Alcohol & Cannabis Testing
6. Drones/Aircraft/Device Restrictions
7. Artificial Intelligence (AI)
8. Earned Sick & Safety Leave (ESSL) [*MN Only]
9. Photo Consent

Here are the steps to access and acknowledge them:

- Log into your ADP account
- Navigate to the “Things to Do” section
- Read through each policy carefully
- Acknowledge your understanding and agreement with the updated policies



We would ask that you review & acknowledge by February 21st.

Should you have any questions please reach out to People Services.

Access your W-2s At Your Convenience!

You can access your W-2s, 1095-As, and more through your ADP account.

Through the ADP App

After signing in, click on the “Pay” button. Scroll past Statements & Activities to find your Tax Statements.

Through a Web Browser

Once you login to your ADP account, find the “Myself” tab across the top of the page where you will have a drop down menu. Under the Pay heading, there will be the option for “Pay & Tax Statements”. Your forms will be on the right-hand side.

This issue:

Updated Policies & Standards, Tax Forms

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Birthdays

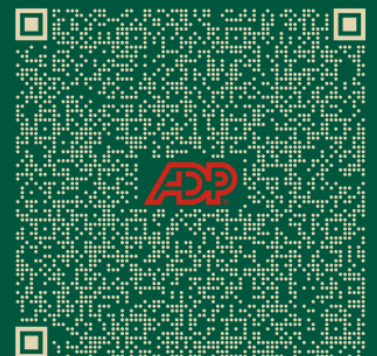
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CoteSnaps Request

As we embrace the beauty of the season, it's time to launch our winter-themed #CoteSnaps contest! Whether you're surrounded by snow-capped mountains or basking in the Arizona sun, we want to see your captivating winter snapshots!

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. Simply reply to that message with your photo(s), and the winners will be revealed later.

Previous submissions may be seen at www.cotefamily.com/cotesnaps/

Town Hall Recaps

Cote Community Culture – Foundational Values

Connection – the ability to connect with others, especially during challenging times. Creating a feeling that you can be fully trusted. Deep and meaningful relationships start with a sense of connection.

Clear Communication – the commitment to say what must be said even though it feels uncomfortable. Saying it in a caring and compassionate way. Real communication is kind, and sometimes not necessarily nice. Think before sharing – is it true, is it kind and is it necessary.

Compassion – Caring about the individual and still honoring the work and contribution they are making to the community. Compassion is about kindness and empathy and treating others the way they want to be treated.

Higher Purpose – standing for that something special, which is far beyond the financial results. This allows everyone's work to be equally valuable to the overall purpose. Everyone feels that their contribution matters and is vital to an extraordinary guest experience and their own experience. This in turn enables them to act in a collaborative manner.

Participation – getting everyone 'on the bus' or getting them 'off the bus'. Participation means to show up and be 'all in'.

100% Responsibility & Accountability – owning your tasks and commitments, following up and following through. Trust Factor!!

Performance

Focus on Execution for Results

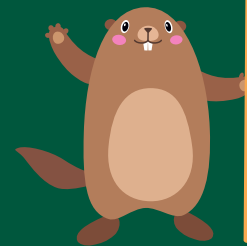
- Brand Presence & Reputation
- Associate Recruitment, Engagement & Retention
- Revenues & Financial Achievement
- Customer Acquisition, Loyalty & Retention
- Technology Readiness
- System & Processes Streamlined
- Asset Enhancement & Maintenance

February Paydates

Feb. 1st
Feb. 15th
Feb. 29th

February Holidays

2nd - Groundhog Day
14th - Valentine's Day
19th - Presidents Day
23rd - National Hospitality Workers Appreciation Day
29th - Leap Day



REGINA PRUITT, CFO



Town Hall Recaps Continued

Brand

Establish a brand that stands out, has established credibility, connects with people and engages them, has raving ambassadors!

World Class Culture + Brand Identity + Value Proposition + Reputation + Effective Team = GROWTH

Cote Family Companies' Commitment to Culture

- You feel respected, valued, and heard by your managers and colleagues
- You feel safe and trust in leadership to look out for your well-being
- You feel pride in your work, your contributions make a difference
- You feel empowered to voice your opinion and are given the proper tools to succeed
- You feel invested in by your managers and the organization with a career path that focuses on your growth potential
- You feel appreciated by your managers who frequently recognize achievements
- You feel excited and challenged at work as you strive for continual progress
- You feel included by your colleagues and leadership, who celebrate individualism
- You feel a sense of belonging to something special
- You feel informed through transparency from the company

Building a Community of Cultural Ambassadors & High Performers

Cultural Ambassadors

- Servant Leader, is Authentic & Humble
- Participates, is Collaborative & Loves People
- Decisive & Empowers Others
- Embraced as a Confidant
- Brand & Core Values Mean a Great Deal
- Forms Deep, Trusting Relationships
- Builds a Following in the Workplace
- Industry Knowledge

High Performers

- High Sense of Urgency to Execute
- Loves to Set & Achieve Goals
- Never Gives Up & Always Goes Above & Beyond
- Always Gets Projects Done With Quality
- Accountable for What They Say or Do
- Raises Hand to Take on More Accountability
- Recognized Outside Department ad Subject Expert
- Keen Sense for the Business Holistically



February 23rd
**National Hospitality
Workers Appreciation
Day**
Thank you for all that you do!



Associate's Birthdays

| Date | Dept. | Name | Dept. | Name | Dept. | Name | Dept. | Name |
|----------|-------|--------------|-------|--------------|-------|------------|-------|-------------|
| 1 | FOH | Amber F. | DNE | Dezerrae G. | | | | |
| 2 | FOH | Alexis L. | | | | | | |
| 3 | FDR | Justen B. | | | | | | |
| 4 | CAT | Kylie S. | MPA | Tracy L. | WRA | Ashley W. | | |
| 5 | | | | | | | | |
| 6 | RSV | Reece D. | HPA | Tyler G. | FOH | Elsie A. | | |
| 7 | REC | Owen R. | CRU | Sabrina D. | WRA | Eugene C. | | |
| 8 | HTL | Lucy B. | | | | | | |
| 9 | CAT | Ava K. | | | | | | |
| 10 | SPA | Carli G. | | | | | | |
| 11 | SPA | Gracin J. | SPA | Melissa J. | | | | |
| 12 | | | | | | | | |
| 13 | REC | Sophia S. | MKC | Melissa M. | GRO | David V. | | |
| 14 | ADM | Joseph A. | CRU | Terrance C. | KIT | Kelly D. | | |
| 15 | CMP | Ruggs Cote | KID | Abigail B. | | | | |
| 16 | NWS | Alexander T. | RES | Sandra O. | WRA | Aspen S. | | |
| 17 | ISC | Jared F. | TNS | Darrell S. | | | | |
| 18 | | | | | | | | |
| 19 | GFA | Brian Y. | PGF | Greg P. | CRU | Anna S.N. | | |
| 20 | | | | | | | | |
| 21 | NWS | Quentin B. | RES | Amanda L. | | | | |
| 22 | | | | | | | | |
| 23 | CRU | David S. | | | | | | |
| 24 | HSK | Ashley B. | FOH | Markielly A. | | | | |
| 25 | RSV | Dan H. | KIT | Allison B. | | | | |
| 26 | NWS | Nathan T. | ACT | Jennifer D. | RET | Anna L. | WRA | James W. |
| 26 Cont. | DNE | Aubrey K. | | | | | | |
| 27 | LDR | Eugene S. | HSK | Tracy T. | HSK | Tyler T. | KIT | Nicholas R. |
| 28 | SPA | Casey R. | SPA | Lauri B. | MAI | Anthony D. | | |

Anniversaries with Cote Family Companies

| 34 Years! | | | |
|-----------------|--|-----------------|--|
| SPA Lisa K. | | | |
| 19 Years! | | | |
| MKC Melissa M. | | | |
| 12 Years! | | | |
| FOH Iryna W. | | | |
| 11 Years! | | | |
| FOH Lynn F. | | | |
| 8 Years! | | | |
| NIT Daniel S. | | | |
| 7 Years! | | | |
| HIK James S. | | | |
| 6 Years! | | | |
| DNE Dezerrae G. | | ACT Eric F. | |
| MNT Chuck V. | | | |
| 5 Years! | | | |
| HKP Thomas H. | | PGF Adam H. | |
| 4 Years! | | | |
| ACT Sarah N. | | MNT David L. | |
| 3 Years! | | | |
| REC Benji T. | | FOH Elsie A. | |
| MNT Ward T. | | MPA Lisa H. | |
| 2 Years! | | | |
| DSK Chris L. | | SPA Ben S. | |
| CMP MJ J. | | MNT Dixie S. | |
| BOH Zeffen T. | | ISC Alex N. | |
| WRA Roberta A. | | LFS Amy M. | |
| PRG Robert F. | | | |
| 1 Year! | | | |
| DIN Kailey W. | | SPA Bonita O. | |
| RSV Reece D. | | RSV Anthony D. | |
| NWS Austin J. | | HSK Madison M. | |
| KID Malina T. | | FDR Courtney R. | |
| CMP Ryan S. | | | |

Welcome New Hires!

| Dept. | Name | Company |
|-------|----------------|---------|
| ADM | Joseph A. | GVL |
| CAT | Haleigh A. | GVL |
| CAT | Shelby B. | GVL |
| CAT | Kaitlyn B. | GVL |
| MNT | Brandt B. | GVL |
| HSK | Will D. | GVL |
| WRA | Christopher D. | TVR |
| ADM | Christopher E. | TVR |
| CAT | Laura F. | GVL |
| HSK | Marcello G. | GVL |
| RES | Lili H. | GVL |
| MKC | Bailey H. | GVL |
| SPA | Gracin J. | GVL |
| WRA | Savannah L. | TVR |
| RES | Amanda L. | GVL |
| REC | Ava L. | GVL |
| REC | Victoria M. | GVL |
| REC | Cole R. | GVL |
| FRD | Ashley T. | TVR |
| HSK | Abigail W. | GVL |
| FDR | Elizabeth W. | GVL |



Tanque Verde Ranch - Open Requisitions

As of 1.30.2024

| Company | Home Department | Job Title | Job Description |
|---------|---------------------|-------------------------------|--|
| 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, scan checks for deposit, settle credit card transactions, enter transactions into payroll module for processing, 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 | KIDS PROGRAM | Kids Club Supervisor | The Kids Club Supervisor is responsible for the overall functions of the club activities, staff, and safety of all children during programs. |
| TVR | HOUSEKEEPING | Housekeeping Public Areas | The Housekeeping Public Areas attendant is responsible but not limited to: replenishing supplies, sweeping and mopping large floor surfaces, emptying garbages, 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 | 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 | MAINTENANCE | Maintenance (Property) Worker | 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: 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. |
| TVR | HIKING PROGRAM | Hiking Employee | The Hiking Employee will be responsible to introducing hiking to guests in a safe and enjoyable way. Other responsibilities might include assisting in any operational responsibilities of the programs including but not limited to registration, equipment, outdoor teaching areas, cleanliness of facilities, surface lifts, and all other facets of the programs as they exist. |
| 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 | EVENING DINING ROOM | Food Runner | Food Runner assists servers in getting the food out to the Guests in a timely manner. Will also assist with clearing tables and helping servers when needed. |
| TVR | EVENING DINING ROOM | 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. |



Grand View Lodge - Open Requisitions

As of 1.30.2024

| Company Home Department | | Job Title | Job Description |
|-------------------------|--------------|--|---|
| GVL | SALES | Director of Catering | The role involves the development and execution of comprehensive sales and marketing strategies for the catering department. 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. |
| 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 | 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 | SALES | Wedding & Special Events Manager | The Wedding and Special Events Manager holds a multifaceted role, responsible for generating event business with a primary focus on weddings and catering events. This position emphasizes the maximization of sales through established business practices, the exploration of potential new markets, and the assurance of efficient administration through prudent delegation and meticulous attention to detail. Key responsibilities encompass preparing contracts/responses for potential customers, maintaining frequent and bi-directional communication. The manager ensures the surpassing of guest expectations at events under their purview. The role includes overseeing the sales and growth of wedding business, planning event execution, and managing billing processes. In addition, the role extends to developing and implementing sales and marketing strategies for the catering department. This involves securing new accounts, maintaining existing ones, and creating strategies to surpass budgeted revenues. The manager focuses on maximizing hotel profitability and ensuring guest satisfaction. Acting as a liaison between clients and operating departments, the Wedding and Special Events Manager ensures repeat business and the successful execution of events. Furthermore, they are responsible for assisting to succeed in the catering and banquet's annual budget, managing monthly production reports and achieving quarterly Production goals, and serving as a crucial liaison between the food and beverage team and the sales department. |
| GVL | F&B ADMIN | Casual & Seasonal Restaurant General Manager | The role involves overseeing our casual and seasonal outlets across the property in response to business demands. It is intentionally versatile, requiring adherence to consistent policies and rules applicable to all establishments. This position entails menu creation, review, and presentation, as well as the management of teams in each assigned outlet. Responsibilities include planning, organizing, and decision-making to effectively address guest needs and desires. The position also involves coaching, mentoring, and overseeing restaurant management and hourly employees. Regular collaboration with marketing, sales, and other departments is essential. |
| 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. |

Grand View Lodge - Open Requisitions

As of 1.30.2024

| Company | Home Department | Job Title | Job Description |
|---------|-----------------|------------------------------|---|
| GVL | F&B ADMIN | F&B Manager - Coffee Outlets | As the Manager of Coffee Outlets, you will oversee the daily operations of multiple coffee outlets, ensuring exceptional customer service and efficient workflow. Your responsibilities include managing inventory, training staff, developing promotional strategies, and maintaining quality standards to uphold the reputation of the outlets while maximizing profitability. |
| GVL | BACK OF HOUSE | 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). 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, and more. |
| 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 | HOUSEKEEPING | Housekeeping Inspector | As a Housekeeping Inspector, you will be responsible for ensuring cleanliness, order, and compliance with established standards in guest rooms and common areas. Your duties include inspecting rooms, identifying maintenance needs, and coordinating with housekeeping staff to maintain a high level of cleanliness and guest satisfaction. |
| GVL | SPA | Esthetician | As a Spa Esthetician, you will be at the forefront of providing exceptional skin and body care services. Your role involves learning and mastering spa-specific treatments and product lines through comprehensive training. We are seeking licensed Estheticians with a commitment to outstanding customer service, strong communication skills, and a holistic approach to wellness. |
| GVL | SPA | Massage Therapist | Our highly skilled Massage Therapists deliver top-notch massage and body care services at our recently expanded, upscale resort spa. As part of the team, you'll be responsible for mastering treatments specific to our spa and familiarizing yourself with our product lines, with comprehensive training provided. You should excel in addressing individual guest needs while adhering to spa standards. Your duties include maintaining the cleanliness of equipment and rooms, along with restocking linens and products for each shift. We are in search of outstanding Massage Therapists who possess excellent customer service, effective communication skills, and an overall wellness-oriented approach. |
| GVL | SPA | Nail Technician | Are you passionate about the art of nail care and dedicated to creating exceptional spa experiences? Join the team at Glacial Waters Spa as a Nail Technician and bring your expertise to a resort renowned for luxury and relaxation. In this role, you will provide a wide range of nail services, from classic manicures and pedicures to advanced nail enhancements. Your commitment to maintaining a pristine work area and a strong focus on hygiene and sanitation will ensure our guests leave with not only beautiful nails but also a sense of rejuvenation. As a brand ambassador, you will actively promote our spa's premium products and services. |



Meet Your People Services Team



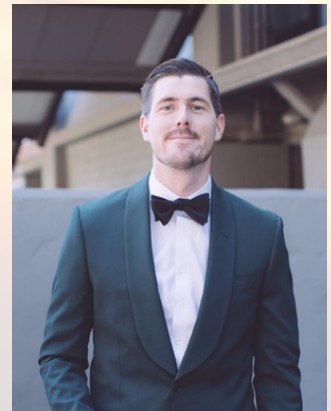
Merrick Dresnin
Chief People
Services Officer



Sara Spaeth
Corporate People
Services Officer



Kaylene Madsen
People Services Director,
Grand View Lodge



Chris Erickson
People Services Manager,
Tanque Verde Ranch



Michaela Reed
Corporate People
Services Administrative
Assistant



Emma Mills
People Services
Representative,
Grand View Lodge