



COTECARES

MARCH 2024

NEWSLETTER OF COTE FAMILY COMPANIES PEOPLE SERVICES

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

Embracing Spring Renewal: Cultivating Growth and Positivity in the Workplace

As the days grow longer and the world awakens from its winter slumber, March brings with it a sense of renewal and rejuvenation. It's a time for fresh beginnings, budding possibilities, and the promise of growth. At Cote Family Companies, we embrace the spirit of spring renewal as we embark on a journey of revitalization within our workplace.

Spring is a season of transformation—a time to shed the old and embrace the new. It's an opportunity for us to reflect on our accomplishments, learn from our experiences, and set our sights on new horizons. As we welcome the change that comes with the turning of the seasons, let us also embrace the potential for growth and renewal in our professional lives.

In the spirit of spring renewal, we encourage all team members to seize the opportunities that lie ahead. Whether it's pursuing new skills, taking on exciting projects, or exploring innovative ideas, let us approach each day with a sense of curiosity and enthusiasm. Together, we have the power to cultivate a culture of growth and positivity within our workplace.

As we embrace the vibrancy of spring, let us also nurture the seeds of collaboration and camaraderie among our team. Just as flowers flourish in fertile soil, so too do our ideas and innovations thrive in an environment of trust, respect, and mutual support. Let us water the roots of our relationships and watch as they blossom into beautiful connections that enrich our work and our lives.

Spring is also a time for renewal—a chance to refresh our perspectives, renew our commitments, and revitalize our goals. Let us take this opportunity to realign ourselves with our purpose, refocus our energies, and reignite our passion for excellence. Together, we can harness the transformative power of spring to propel ourselves towards greater success and fulfillment.

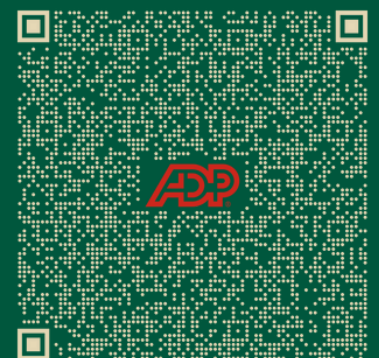
As we embark on this journey of spring renewal, let us carry with us the spirit of optimism, resilience, and possibility. Let us embrace each day as an opportunity to grow, learn, and thrive. And let us remember that, like the flowers that bloom in the springtime, our potential knows no bounds.

Here's to a season of renewal, growth, and endless possibilities. May the spirit of spring inspire us all to reach new heights and achieve our greatest aspirations.

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Access your W-2s At Your Convenience!



COTECARES



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Celebrating Women's History Month: Honoring Women's Contributions in Hospitality

As March unfolds, we embark on a journey of reflection, celebration, and empowerment as we commemorate Women's History Month. In the vibrant tapestry of the hospitality industry, women have played integral roles, shaping its evolution, driving innovation, and leaving an indelible mark on its rich history.

Throughout history, women have made significant contributions to the hospitality sector, from pioneering hoteliers and restaurateurs to visionary chefs and industry leaders. Their passion, perseverance, and dedication have helped transform the hospitality landscape, paving the way for future generations of women to thrive and excel in diverse roles and leadership positions.

Women in hospitality embody the spirit of resilience, creativity, and empathy—qualities that are fundamental to delivering exceptional guest experiences and fostering inclusive work environments. Their unique perspectives, talents, and insights enrich our industry, driving innovation, and inspiring positive change.

As we honor Women's History Month, let us celebrate the trailblazers, innovators, and changemakers who have shaped the hospitality industry and paved the way for progress. Let us amplify their voices, share their stories, and recognize their contributions, both past, and present.

At Cote Family Companies, we are committed to fostering a culture of diversity, equity, and inclusion where all individuals, regardless of gender, ethnicity, or background, feel valued, respected, and empowered to achieve their full potential. We recognize the importance of diversity in driving innovation, fostering creativity, and enhancing the guest experience.

During Women's History Month and beyond, let us reaffirm our commitment to supporting women in the hospitality industry through mentorship and initiatives that promote gender equality and empowerment. Together, we can create a more inclusive and equitable future where every woman has the opportunity to thrive and succeed.

As we celebrate Women's History Month, let us honor the remarkable contributions of women in hospitality, past, present, and future. Their resilience, leadership, and passion inspire us to continue championing diversity, equity, and inclusion in our workplaces and communities.

Here's to the women who have shaped our industry, the women who continue to lead and innovate, and the women who will inspire generations to come. Happy Women's History Month!

March Paydates

Mar. 14th

Mar. 28th

March Holidays

- 1st - Employee Appreciation Day
- 8th - International Women's Day
- 10th - Daylight Savings Time Begins
- Ramadan
- 17th - St. Patrick's Day
- 19th - Spring Equinox
- 20th - International Day of Happiness
- 24th - Palm Sunday
- 29th - Good Friday
- 31st - Easter



Associate's Birthdays

Date	Dept.	Name	Dept.	Name	Dept.	Name	Dept.	Name
1	SPA	Dustin S.	TRS	Ricky D.				
2								
3	RSV	Anthony D.	BOH	Michael B.	BOH	Jeremiah M.	WRA	Savannah L.
4	BOH	Harvey S.	MNT	Tandy S.	HSK	Izayah S.	KID	Sydney C.
5	REC	Sawyer R.	COR	Agnelo F.				
6	HSK	Sage M.	MAI	Marcus L.				
7	DSK	Aundrea S.	IDR	Hannah H.				
8	HSK	Jackson B.	CLM	Cody S.				
9								
10								
11	SPA	Brihanna M.	BOH	Ian R.C.	DNE	Izabella N.		
12	ISC	Perry G.	HKP	Kaylynn P.	FOH	Carly W.		
13	HPA	Cynthia L.	HPA	Andrea B.				
14	HIK	Janys H.	KIT	John K.				
15	REC	Brody L.	FOH	Lillian B.				
16	VMT	Tyler D.						
17	SEC	Steven S.						
18	FBA	Shelli F.						
19	CLM	Diana N.	KIT	Edward M.				
20	GFA	Susan K.	MAI	David Bartley	KID	Alyssa H.		
21	HKP	Haile M.						
22	RES	Phylipe B.	FOH	Quinn B.	CAT	Jill Q.		
23	REC	Sullivan L.						
24								
25	CTR	Dylan M.						
26	FOH	Lynn F.	NWS	Bradley R.				
27	HSK	Gavin J.	LDR	Cortney B.	MKC	Bailey H.	NAT	Marcia W.
28	RES	Ryan G.	HSK	Arwen S.A.				
29	REC	Alex B.	KIT	Adrian E.				
30	ADM	Emma M.	CTR	Natalia H.W.				



Anniversaries with Cote Family Companies

19 Years!			
SPA		Annmarie J.	
14 Years!			
CAT		Kelli W.	
9 Years!			
GRO		Laurie R.	
6 Years!			
NWS		Steven S.	
5 Years!			
HSK	Kobie W.	TRS	Aaron B.
KID	Laurie R.	KID	Alyssa R.
4 Years!			
RSV	Daniel H.	VMT	Tyler D.
RES	Stacy E.		
3 Years!			
BAR	Isaac W.	HTL	Lucy B.
PMT	Andrew S.	HSK	Nancy B.
2 Years!			
ADM	Jessica W.	HIK	Corinne B.
PGF	Matt Skoglund	FOH	Amy R.
REC	Ethan K.	NWS	Shayla K.
TRN	James N.		
1 Year!			
CRU	Miles K.	DNE	Tia C.
NWS	Cody A.	SPA	Elizabeth S.
MNT	Curtis R.	DIN	Taylor M.
NWS	Benjamin S.	FOH	Danielle E.
HSK	Vaida S.	VGf	Shaun M.
GRO	Juan R.	CHR	Michaela R.
HSK	Taylor W.		

Welcome New Hires!

Dept.	Name	Company
HSK	Avery H.	GVL
HIK	William B.	TVR
HIK	Jeffery F.	TVR
WRA	Richard H.	TVR
ISC	Perry G.	CFC
SPA	Austin L.	GVL
HSK	Madilyn B.	GVL
CTR	Stephanie A.V.	TVR
WRA	Catherine H.	TVR
CTR	Jamie S.	TVR
CTR	Sally K.	TVR
KID	Sahara M.	TVR
CAT	Sydney M.	GVL
SLE	Ava S.	GVL



“Whenever you see the opportunity to create a ‘WOW!’ moment, act on it.”

-SHEP HYKEN

Tanque Verde Ranch - Open Requisitions

As of 3.1.2024

Company	Home Department	Job Title	Job Description
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	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). 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.
TVR	KITCHEN	Dishwasher	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.
TVR	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.
TVR	EVENING DINING ROOM	Server	As a 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 3.1.2024

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	SALES	Director of Sales	The role entails overseeing all sales aspects, including leisure, transient, business travel, catering/wedding, conference, and group sales, for Grand View Lodge, the company's flagship property. The individual is tasked with actively devising innovative strategies to enhance the resort's revenue streams and elevate sales efforts. Additionally, the incumbent will serve as a pivotal information source for corporate marketing initiatives, contributing to brand development, digital marketing, social media, and distribution channels.
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 maximizes 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 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.
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.
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 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.



Grand View Lodge - Open Requisitions

As of 3.1.2024

Company	Home Department	Job Title	Job Description
GVL	F&B ADMIN	Restaurant Supervisor	The role involves overseeing our restaurants 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	FREDDY'S GRILLE	Golf Restaurant Supervisor	The role involves overseeing our golf restaurants 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	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	HOUSEKEEPING	Prepper 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	PINES/PRESERVE GOLF COURSES	Golf General Maintenance	The General Maintenance employee will be responsible for maintaining golf course greens, tees, fairways, bunkers and cart paths. Duties could include mowing, cutting cups, raking bunkers, weed whipping, and other physical tasks. Early morning hours required. Various shifts available, including weekends.
GVL	FREDDY'S GRILLE / PRESERVE DINING ROOM	Golf Course Restaurant Server	As a Golf Course Restaurant Server, you play a pivotal role in delivering an exceptional dining experience to our golfers and other 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.
GVL	RECREATION	Recreation Attendant	The Recreation Attendant is responsible for working with conference and social guests to develop events and activities consistent with resources, needs and interests of the resort guests. The position entails the employee to ensure guest safety, make sure rules are followed in certain recreational areas, and check-in guests. The Recreation Attendant is also responsible for developing and maintaining good relations with the housekeeping staff, waterfront or equine staff (if applicable), food and beverage staff, and the front desk staff.
GVL	CATERING	Banquet Server	The banquet server will be responsible for providing excellent banquet food service to the guests for all functions and special events.
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!

Grand View Lodge & Camp - Open Requisitions

As of 3.1.2024

Company	Home Department	Job Title	Job Description
GVL	GOLF	Golf Pro Shop Attendant	As a Golf Pro Shop Attendant, you will play a vital role in ensuring the smooth operation of the golf pro shop, providing exceptional customer service to golfers, and assisting with merchandise sales and inventory management. Your responsibilities will include greeting customers, processing transactions, answering inquiries about merchandise and golf course facilities, maintaining cleanliness and organization within the pro shop, and assisting with administrative tasks as needed.
GVL	GOLF	Golf Player Assistant	As a Players Assistant at The Grand View Lodge Golf Courses, you are a vital member of our team, contributing to our reputation as a fun and positive place to work. We are seeking high-energy, positive individuals with a deep knowledge and love for the game of golf. In this role, you may be one of the only staff members guests see during their four hours on the golf course.
GVL	GOLF	Golf Outside Service Worker	As a member of our outside service team, you play a crucial role as the face of our operation, setting the tone for our members and guests as they enjoy our golf courses. We take pride in creating a fun and positive work environment. Your responsibilities will include greeting all guests with energy and enthusiasm, setting up golf carts, loading guests' clubs onto carts, maintaining the driving range, cleaning guests' clubs after their round, and cleaning and storing golf carts.
GVL	GOLF	Head Golf Professional	The Head Golf Professional is responsible for the performance of all service related operations at their respective course (The Pines or The Preserve) and works closely with the Director of Golf and Golf Course Superintendent to provide the highest quality golf experience. Provide input and ideas to increase golf revenue. The Head Golf Professional is a key leadership role responsible for overseeing the golf operations and ensuring the highest standards of service, professionalism, and enjoyment for members and guests. This position requires a deep understanding of golf, excellent interpersonal skills, and strong business awareness.
CAMP	CAMP MAINTENANCE	Camp Facilities Manager	The Camp Facilities Manager assumes a key role in executing projects and ensuring the proficient completion of skilled mechanical work involved in the construction, maintenance, and repair of camp buildings, equipment, and facilities. The role reports to the Director of Facilities – GVL & Camps, though they must meet the needs of the Exec. Dir. of Camp Operations and the two Camp Directors, as they are his/her clients. This person's responsibility spans across 400 acres of property, covering 120 buildings, septic systems, commercial kitchens, and a diverse fleet of automobiles, trucks, and watercraft. Additionally, the role extends to the management of outdoor athletic fields, challenge/ropes courses, archery and shooting ranges, and various other campground areas. The Camp Facilities Manager will oversee the other property workers at both Camp Lincoln (boys' camp) & Camp Lake Hubert (girls' camp).
CAMP	CAMP MAINTENANCE	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.
CAMP	CAMP LAKE HUBERT	Camp Counselor	The Camp Counselor is a member of the cabin staff team responsible for campers in an assigned cabin and a specific chalet group within that cabin. You will be responsible for the same cabin group for 2-4 weeks. Other responsibilities include: overall care of campers and cabin, correspondence with parents, enforcing safety rules, leading events, teaching activities, monitoring campers in the dining hall, equipment and supply care, knowledge of emergency procedures, record keeping, and ensuring that the campers in your cabin have the greatest summer of their lives.
CAMP	CAMP LAKE HUBERT	Nurse	The health care department is essential for camp to function. The Camp Nurse is responsible for the care and health of all campers. The basic responsibilities of the health care staff is to assist the Camp Doctor who collects medications on arrival day, log the medications, set-up the distribution system and ensure that meds are passed, complete all paperwork needed, assist in basic first aid as needed, and correspond with parents.

Meet Your People Services Team



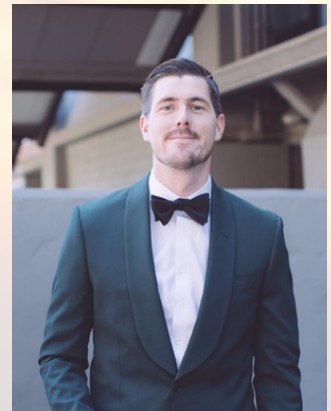
Merrick Dresnin
Chief People
Services Officer



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