



COTECARES

JANUARY 2024

NEWSLETTER OF COTE FAMILY COMPANIES PEOPLE SERVICES

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

Reminder Update Addresses

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!

22222	a. Employer's social security number	OMB No. 1545-0048
b. Employer identification number (EIN)	1. Wages, tips, other compensation	2. Federal income tax withheld
c. Employee's name, address, and ZIP code	3. Social security wages	4. Social security tax withheld
	5. Medicare wages and tips	6. Medicare tax withheld
	7. Social security tips	8. Allocated tips
d. Compensation	9	10. Dependent care benefits
e. Employee's first name and initial	Last name	11. Nonqualified plans
		12a. 401(k) plan
		12b. 457(b) plan
		12c. Other
f. Employer's address and ZIP code		13
14. State - Employer's state ID number	15. State wages, tips, etc.	17. State income tax
	16. Local wages, tips, etc.	18. Local income tax
		19. Local wages, tips, etc.
		20. Local income tax

Form **W-2 Wage and Tax Statement** 2023 Department of the Treasury - Internal Revenue Service
Copy 1 - For State, City, or Local Tax Department

This issue:

Holiday Wishes, Address Reminder, PTO Rollover
PAGE 1

Company Holiday Parties
PAGE 2

Employee Assistance Programs, Holiday Pay, Awards
PAGE 3

Birthdays
PAGE 4

Anniversaries & New Hires
PAGE 5

Open Requisitions
PAGE 5-8



COTECARES



PAGE 1



January Paydates

Jan. 4th
Jan. 18th

January Holidays

- 1st - New Year's Day
- 15th - Martin Luther King Jr.'s Birthday
- 28th - National Fun at Work Day
(Corporate People Services Office Closed for New Year's Day)





Introducing our Property People Services

Cote Family Companies has undergone huge changes in 2023, including introducing property level People Services positions. These positions are our “Brand Champions” for their respective properties. They ensure that all brand initiatives permeate every aspect of their assigned property/resort.

Your property’s People Services Manager/Director is available to assist associates with benefits, payroll questions, orientation and training questions, interpretation of personnel policies, as well as assisting managers with associate relation issues, safety, onboarding and recruiting, and other operational and administrative duties.

Grand View Lodge

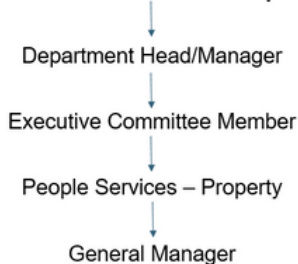
Kaylene Madsen & Emma Mills

Tanque Verde Ranch

Chris Erickson

When questions and issues arise, speak first with your supervisor. After speaking with your supervisor, your options of resources for problem solving are as follows:

1st & Foremost: Your Supervisor!



- Main People Services Line (218) 963-8708
- Issue (“Hotline”) - (866) 963-8743

WHO DOES WHAT?



Employee Assistance Program

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](https://www.guidanceresources.com)

App: GuidanceResources®

Now Web ID: NYLGBS



Associate's Birthdays

Date	Dept.	Name	Dept.	Name	Dept.	Name	Dept.	Name
1	TRS	Aaron Bollig						
2	RES	Richard Slinden						
3	NWS	Matthew Simpson						
4	BOH	Justin Christenson	RSV	Kyle Savage	PMT	Michael Bohnenstingl	KIT	Navar Manuel
5	BOH	Neal Hall						
6	FOH	Amigo Troncoso						
7								
8	BIK	John Babiarz						
9								
10	REC	Ella Bailey						
13	SLS	Nicole Meiers						
14	VDR	Destiny Borgen	ACT	Tamara Anderson				
15	CTR	Emerson Dorn-Kline	NWS	Ryan Ellingson				
16	CMP	Andre Brewer	NWS	Benjamin Sheffield	REC	Dane Petersen	KIT	Duane Johnson
16 Cont.	FDR	Dustin Okerman	FBA	Emma Anderson-Otto	NWS	Kennedi Ylinen		
17	NWS	Hannah Jones	HPA	Kevin McDougall	GRO	Maria Breckenridge		
18	KID	Katlyn Campbell	RSV	Lucas Soto	HSK	Marissa Notaro		
19	MNT	Curtis Ruter						
20	REC	Evan Mielke						
21	DIN	Jorge McButchart	FRD	Karin Beck	SPA	Miranda Blair		
22								
23	MNT	Daniel Levison						
24	REC	Carter Mielke	CMP	Samuel Cote				
25	REC	Andrew Slagle						
29	RES	Austin Olson	PGF	Bill Shomion	NIT	Gabriel Nordaune	DSK	Taylor Hayford
30	KIT	Ivan Sanchez	MAI	Joel Bredeson	WRA	Joseph Olazagasti	LDR	Justin Kroll
31	HSK	Kendra Orr	HSK	Vaida Schmidt				



Anniversaries with Cote Family Companies

27 Years!			
LDR	Deborah Johnson		
11 Years!			
SPA	Susan Norlander		
8 Years!			
NWS	Charlene Horak	MNT	Gregory Pregrocki
7 Years!			
CMP	Shay-Lin Magnuson		
6 Years!			
BIK	Colleen Giles		
4 Years!			
ISC	Karen Gilbertson	NWS	Jin Dollete
3 Years!			
HPA	Kohler Moser		
2 Years!			
HPA	Kevin McDougall	STO	Raine Stanley
	CLM	Robert Malecha	
1 Year!			
COR	Agnelo Fernandes	CAT	Arjun Singh
RSV	Beechestore Stroot	KIT	Devin Rowe
DSK	Esperanza Viltz	PRG	Gillian Cole
KIT	Jeremy Willingham	NWS	Levi Gruwell
CAT	Lisa Kaldahl	SPA	Miranda Blair
TRS	Peter Carlson	CMP	Stuart Swearingen

Welcome New Hires!

Dept.	Name	Company
FOH	Camryn Good	GVL
NWS	Jacquelyn Gilman	GVL
CAT	Morgan Erickson	GVL
NWS	Eric Weber	GVL
CAT	Emma Lingenfelter	GVL
GFA	Brian Yach	GVL
KID	Abigail Brecker	TVR
KID	Araceli Travis	TVR
CTR	Willow Troy	TVR

Welcome Interns & J-1s!

Name
Katia Barraza Barraza
Andrea Cajica Leon
Lisset Gallardo Lara
Rodrigo De la Riva Aguero Caipo
Isidora Quero Rios
Cristobal Alarcon Zambrano
Daniela Araos Hormazabal
Carlos Caballero Zepeda
Valeria Castillo Huerta
Macarena Duhalde
Maria Jaramillo Arellano
Benjamin Laso Jimenez
Lucas Latoja Valle
Martin Magnatera Vera
Laura Perez
Arwen Sanchez Adasme
Lucas Soto

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	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.

Open Requisitions

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 (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	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 day and evening programs. This role also manages supply inventories including ordering and requisitions, ensuring guest satisfaction by maintaining approved standards and procedures, ensure guests' signups are correct and accurate, and other duties as assigned.
TVR	KIDS PROGRAM	Kids Club Lead	This role assists the Supervisor in the overall functions of the club activities, staff, and safety of all children during day and evening programs. This role also helps to manage supply inventories including ordering and requisitions, ensure guest satisfaction by maintaining approved standards and procedures, ensure guests' signups are correct and accurate, and other duties as assigned.
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	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	CATERING	Server	The banquet server will be responsible for providing excellent banquet food service to the guests for all functions and special events.
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	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 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: 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.



Open Requisitions

Company	Home Department	Job Title	Job Description
GVL	CAMP OFFICE	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. They 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.
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. They 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.
GVL	F&B ADMIN	Casual & Seasonal Restaurant General Manager	The role involves overseeing our casual and seasonal outlets across the property. 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. This role conducts quality control and review of the conditions of all QSR (quick service) casual and seasonal outlets, approves schedules, review of all FOH staffing, including daily labor records, uses house counts to forecast daily business levels, ensures staff maintains service/sanitation standards, develops business goals and creates appropriate development plans, integrates objectives, opportunities and resources to achieve business goals, identifies and addresses financial opportunities as needed, manages areas of operations to budget by reviewing operating statements, budget worksheets and payroll progress reports, manages department's controllable expenses to achieve or exceed budgeted goals, maximizes revenue opportunities through competitive pricing of products and services, participates in the budgeting process and presentations, utilizes interpersonal and communication skills to lead, influence, and encourage others, and more as assigned.
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	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	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.
TVR	CATERING	Server	The banquet server will be responsible for providing excellent banquet food service to the guests for all functions and special events.

Open Requisitions

Company	Home Department	Job Title	Job Description
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	PINES GOLF	Lead Assistant Golf Professional	The Lead Assistant Golf Professional plays a crucial role in delivering exceptional guest service at both The Pines and The Preserve. Collaborating closely with the team, the Assistant Professional contributes to maintaining well-stocked Golf Pro Shops at Pines and Preserve, aligning with the preferences of our guests and members. A key responsibility involves supporting efforts to optimize sales and ensuring that staff effectively address the needs of guests at both locations. The Assistant Professional oversees service-related operations at The Pines and The Preserve, actively participating in initiatives to enhance golf revenue through valuable input and innovative ideas.
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). 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	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.
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	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	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	NORTHWOODS	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.
GVL	RETAIL	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!



Meet Your People Services Team



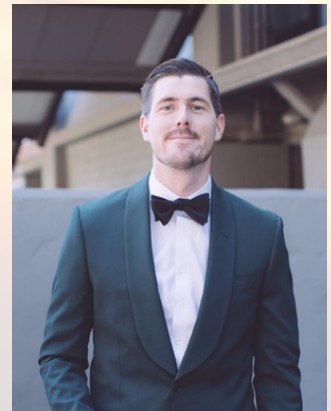
Merrick Dresnin
Chief People
Services Officer



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

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