



REYNOLDS
LAKE OCONEE

The Weekly Link

Weekly Edition of the Employee Newsletter

Wow of the Week

After 16 completely full filing cabinets, several desks, an old heavy armoire, 2 antique dressers, 16 chairs, several tables, and endless boxes, etc., we departed the Jackson House and arrived at the Corporate Offices (our new home.) Wow.... Facility Maintenance—what a task and you handled it so efficiently. James McDuffie started coordinating weeks before we even had a move-in date with painting, adding electrical outlets, and lots of wall removal. You looked like Jed Clampett traveling down the road with all our stuff but everything arrived safe and sound. James McDuffie and his team arrived at 8:00 am with nothing but great attitudes and were extremely helpful to the bitter end. No one likes to move but you would never know it from these guys. Not easy working with a bunch of females who are arranging furniture and who keep changing their minds. Kudos!!!

The Membership Office cannot thank you enough for the morning of December 28th. We arrived to a clean space, thank s to POA and Housekeeping. The transition was so much better walking into a clean area. Everyone has been so welcoming to us by offering their help, exchanging filing cabinets and furniture, sharing pictures, setting up a mailbox, on and on it goes.

Jake Caldwell and IT were right on top of the printers, computers, giving us scanning ability, phones, desk setup, etc., by early afternoon. Appreciate all the coordination and getting us up and functioning in no time. Thanks to Henry Maddox for spending half your day with me and my cordless phone. I thought it was an easy request, seems to be not quite so, but thank you. And special thanks to Tim Hong for allowing us to dip into your wallet!

So many service standards were accomplished by so many different departments.
Thank you from the Membership Office!

Service Excellence Standards of the Week

- ★ Jan. 12: Offer a warm greeting, stay engaged and give a fond farewell. (Theme=Customer Contact/Engagement)
End every interaction with a fond farewell.
- ★ Jan. 13: Protect and maintain the company's property and assets. (Theme= Fiscal Responsibility)
Minimize waste/understand the impact.
- ★ Jan. 14: Personalize the experience. (Theme= Customer Loyalty)
Remember the importance of name recognition.
- ★ Jan 15: Own service challenges through resolution. (Theme= Service Recovery)
Be prepared and equipped to provide viable options.
- ★ Jan 16: Communicate promptly, professionally and politely. (Theme= Communication Etiquette)
Always be aware of your surroundings, limit sensitive conversations in public area.
- ★ Jan 17: Take pride in appearance and professional image. (Theme= Professional Image)
Always wear your proper uniform or adhere to dress code.
- ★ Jan 18: Uncompromising cleanliness. (Theme= Workplace Cleanliness)
What examples of this standard have you seen?



Anniversaries of the Week

Brooke Daniel (1/12—2 yrs.) CC F&B
Chip Perry (1/13—2 yrs.) RE Sales
Tim Hong (1/16—11 yrs.) Accounting



Upcoming Birthdays

Jimmie Miller (1/15) Golf Operations CC
Bryan Lawson (1/16) GCM OC
Keyoka Miller (1/16) F&B LN
Dee Dee Wynn (1/17) Housekeeping



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Central Services Fun Facts

Receive, inventory, and distribute weekly the following products:

- ◆ -140+ varieties of wines, 75+ different liquors, 20+ styles of beer, 20+ kinds of soft drinks, 7 flavors of chips, and candy.
- ◆ - Basic office supplies used at all locations – copy paper, pens, notepads, envelopes, stationery, thermal paper, etc.
- ◆ - Basic food & beverage supplies – cups, lids, straws, dinner napkins, beverage napkins.
- ◆ -Locker room supplies – mouthwash, toothbrushes, razors, combs, etc.

Delivery to the following locations:

6 golf shops; 5 restaurants; 5 snack bars; 2 marinas; 4 Golf Course Maintenance facilities; Sales center; Guest Services; Tennis center; Lake Club; and the Corporate building.

Member Events

Thursday, January 12

4pm—Landscape Seminar—LC Ballroom

Saturday, January 14

1pm—Map Reading—Rock House

5pm—Tennis Appreciation Dinner—LC Ballroom

Sunday, January 15

4:30pm—Wine Social—Rock House

Tuesday, January 17

9am—WGA Open Forum—LN Rec House

Wednesday, January 18

11am—PLC Luncheon—LC Ballroom

5pm—LLL Evolution of Global Risks—Rock House

New Members

(Since December 1, 2016)

Conrad & Gloria Cardano—Loveland, CO

Larry Shaw & Nancy Fullerton—Avon, OH

Robert & Judy Cox—Marietta, GA

Brenda Bingaman & Robert Anderson—Cincinnati, OH

Chris & Arianna Graham—Atlanta, GA

Angelo & Karen Varrone—Atlanta, GA

Bob & Lisa McLeod—Greensboro, GA

Brayton & Lynnore Hamblen—Alpharetta, GA

Michael & Melissa Traub—Atlanta, GA

John & Juanita Markwaller—Atlanta, GA

Mary Zachary—Eatonton, GA

Justin & Debbie Miller—Greensboro, GA

Bill & Wendy Kim—Ramsey, NJ

Kenneth & Virginia Cornwall—Johns Creek, GA

Glenn & Natalie Plumby—Beavercreek, OH

Sam & Sue Miller, Jr.—Seabrook Island, SC

Les & Lisa Carson—Wildwood, MO

Carl & Michelle Gutches—Boca Raton, FL

Henry & Catherine Bissell—Atlanta, GA

Michael McCarthy & Kristan Knost—Mountainside, NJ

Gaston & Ana Cantens—Miami, FL

Stewart & Darlene Richter—Southport, NC

Bill & Diann Habermann—North Port, FL

Rick Johnson—Kennesaw, GA

Herman Sidhu & Andria Beazley—Greensboro, GA

Thought of the Week:

“We are what we repeatedly do. Excellence then, is not an act, but a habit.”

Aristotle

Life as it ought to be