



Hello!

We recently wrapped up my favorite week at Carlsbad Inn, Housekeeping Appreciation Week. This is a great time for every department at the resort to acknowledge all the hard work of the Housekeeping Department and how important they are to a winning team. During the week, each department at the resort is assigned a day to show their appreciation, which includes ice cream treats from Activities, lunch bags from Sales & Marketing and the grand event of the Department Managers cooking breakfast for the Housekeeping Associates (and yes, we clean-up after ourselves!). The week also includes the resort's Housekeeping Olympics, a fun team event which qualifies Associates to go to the major Grand Pacific event where they are up against our sister properties in a fun, friendly competition. Carlsbad Inn proudly received 2 medals during the competition – Gold for Towel Folding and Silver for Towel Origami!



Associate Recognition

October's BE EPIC Champion of the Month (formerly Associate of the Month) is no stranger to recognition at Carlsbad Inn. Phil Reyna, from our Maintenance Department, is consistently a leader in receiving Blue Star cards and he was our Employee of the Year a few years ago. He continues to display EPIC values and exemplary customer service; many of you don't call your vacation complete until you interact with Phil!



Phil Reyna

Around Resort

We are in the middle of an important waterproofing project in both the Elm and Oak buildings. The seismic tiedowns, the bolts that connect the building to the underlying concrete planks above the garage, were identified as a potential source of water leakage into the garage. The areas around the 1st floor courtyard patios are being excavated, the tiedowns checked, and/or repaired, the waterproofing replaced, and then the areas are replanted. The courtyard-side of the Elm building is complete, the first phase went very smoothly. No damage to the seismic tiedowns was found and the construction team was able to replace the waterproofing fairly easily. This project will continue on the Oak building through the end of the year.



After a long, hot and dry summer the courtyard turf was in need of serious attention. Re-sodding started in mid-October, repairing half of the green. Each section will be down approximately 4 weeks, with the other half being open for guests to enjoy along with the fire pit area and the Pointe. The project is expected to be complete by the end of December. The elevator interior remodels in the Elm and Oak Building are complete and they look fantastic. The final step of this project is to remove and re-install the graffiti proof coating on all of the stainless steel, completion is expected around mid-December for that final stage. Elevator interior remodel in the Oak Building is complete and it looks fantastic. The Elm elevator will go through its interior facelift November 16-20th. We will have associates on duty to assist with bags. If you require further assistance or if you would prefer a condo on the 1st Floor, please call 760-434-7020 to make arrangements.

The Activities Center project has been delayed, but is now ready to start! Expect construction in that area to start in early December and will last 6-8 weeks. This project will include a new, and additional entrance into the back of the Fitness Center with access from the Oak elevator at the garage level. The locker rooms will receive a complete makeover and the dry sauna will be replaced with a new massage room. The final step will include all new fitness equipment and a new gaming system for the kids to replace the old coin operated video games. We are excited to see this long awaited improvement reach completion!!

Best regards,



Randy Chapin
General Manager
Carlsbad Inn Beach Resort

