



ALOHA!

I am so pleased to inform you that I am your new General Manager. I began my hospitality career 25 years ago at the Makai Club; therefore, I am very knowledgeable, dedicated and passionate about our resort. Julie DaRonco, our former General Manager, will continue to be involved with Makai Club as the Area Manager for Hawaii. Please stop by to discuss your visions for the resort next time you visit the Makai Club!

Makai Club Resort is so delighted with our in-house landscaping which began in May. We hired two full-time groundskeepers, Benjamin Fabro and Lito Montero who both have several years of experience in grounds and landscaping.

Ben and Lito are responsible for specific areas and/or sections within the resort This creates accountability, ownership and pride in their work and we are already seeing great improvements!

A detailed plan has been created with a timeline being developed to accomplish the overall landscaping vision for Makai Club. This plan includes tree removal, planting of new trees, additional flowers for more color to the grounds, planting bare areas, filling in or cutting back areas along sidewalks to eliminate changes of elevation, creating natural swales for water runoff, creating tree beds with mulch and chippings grinded from tree cuttings and much more!

In addition to the landscaping improvements, both maintenance and housekeeping have been working on cleanliness and preventative maintenance as shown in our RCI scores. Stay tuned for the next update as we will be reporting about upcoming and future projects!

Team Makai continues to do an amazing job maintaining service scores at or above RCI Gold Crown levels. Our current three-month average scores are:

<u>Category</u>	<u>Gold Crown</u>	<u>Condo</u>	<u>Cottages</u>
Check-In/Out	4.6	4.8	5.0
Resort Hospitality	4.5	4.9	5.0
Resort Maintenance	4.5	4.6	5.0
Unit Maintenance	4.4	4.7	4.8
Unit Housekeeping	4.5	4.5	5.0

The Annual Owners' Meeting for the Makai Club Resort was held on June 24, 2015. A special thank you to all Owners who sent in proxies and to those that attended the meeting! It was a great meeting and we were so happy to show all the improvements made over the last year.

We need your most current email address! If you are changing email addresses, please let us know so we can keep you informed about all the great things at your vacation home. Also, if you have not made your 2015 reservation, please call Grand Pacific Vacation Services at (888) 477-6967. They will be able to assist you in making your reservation.

We look forward to seeing you soon!

Me Kealoha Pumehana (with warm regards),

Wilbert Tai Hook
General Manager
Makai Club Resort



Wilbert Tai Hook
General Manager



Benjamin Fabro and Lito Montero

