

Ground Rules for the Owner Support Team

1. Answering the phone is our number one priority!

Being available at every possible moment is what we should strive for. Many tasks can be tabled until the phones are slow enough to complete our work. Examples of this include: rental contract requests, depositing weeks with Interval International, moving inventory for room preferences, completing tour bookings in TSW, and many more.

2. A “To-Do” list is essential for every member of the Owner Support Department team.

Keep a running list of items that need attention at the end of phone calls. Cross them off as you complete them. Prioritize. Double check your list at the end of the day to be sure that nothing falls through the cracks.

3. Wrap phone calls as quickly as possible and code them to the correct disposition.

It is essential that you wrap your phone calls as quickly as possible to move onto the next call. Choosing the correct disposition is required for reporting purposes.

4. We are a TEAM. Teammates help each other out and do their best to take on their fair share of the work.

Being available is your top job responsibility. Being unavailable is not part of your work in this department. Everyone is entitled to take bathroom breaks, coffee/water breaks, and short personal breaks. Please do not take advantage of this privilege by leaving your desk unnecessarily throughout the day. Please see Janna or Sam if you need a project.

5. Do Not Be Late for Work

You will be written up if you show up to work at 9:01 a.m. or after without letting a manager know. Too many instances of this will lead to firing. Below are the phone numbers to save in your phone.

James Cummons: 970.445.0860

Janna Polgar: 802.683.9365

Sam Spees: 719.287.5979

Rick Tramontana: 970.389.4521

6. You may sign up for a 30 minute lunch break every week in teams.

Doing this when the week is released will help you get a time that you want.

7. You may use Over Time to take a long lunch. OT should always be minimal based on *not* clocking in prior to 8:45am and *not* clocking out after 5:15pm.

Long lunches are only allowed on Tuesday, Wednesday, Thursday or Friday. They are NOT allowed on Mondays or Saturdays.

8. Strive to sign up for only ONE “Early Out/Late In” per week – based on availability!

Based on the availability shown in teams.

9. You may sign up for Unavailable Time to work on your project when necessary.

10. Please inform your manager of appointment absences or any other time that you will be off the phones during the day.

**Exceptions to these rules can be made pending manager approval. Please ask in advance if you must have a specific Early Out or need a longer lunch on Monday or Saturday.*

BGV Culture

Passion Statement:

Our Family Commitment: **__Always Grand Vacations__!**

Hospitality Standards:

1. I *Always* **__Greet__** everyone with enthusiasm.
2. I *Always* **__Treat__** everyone with respect.
3. I *Always* **__Make__** every interaction positive.
4. I *Always* **__Take__** personal responsibility for creating grand vacations.
5. I *Always* **__Anticipate__** the needs of others.

The soul of BGV is **__Creating Smiles__** BGV's purpose statement, sets the stage for impacting the lives not only of our owners and guests, but our employees and our community.

SUCCEED

Special occasions happen every day. Be sure to seek these out and take action to create memories for our owners and guests.

Unmatched Customer Service is what we provide to our owners and guests. We go above and beyond and exceed expectations on every phone call that we take.

Create relationships. We use owners' and guests' names, make small talk, ask discovery questions, build trust, and create warmth between ourselves and our callers. We also extend these same courtesies to our team members within and outside our department.

Consistency is essential. We follow our Hospitality Standards and Department Core Standards daily. We never provide anything less than exceptional customer service. We work together and use all of our resources and available technology to ensure that all information we provide to our owners, guests, and peers is accurate and consistent across the board.

End of the line. This is how we view every interaction with our owners and guests. We own issues and take them from start to finish. We follow up in a timely manner when needed. We respond to voicemails and emails on the same business day. We tie up loose ends.

Education is the key to our owner's experience. We always provide all available options for every owner and guest in every situation. We anticipate what information will be helpful to our callers and proactively share it. We go above and beyond to make sure all of their questions are answered.

Development opportunities are encouraged and embraced. We are always looking for ways to improve ourselves and our department. We are professionals who dress for success, act with integrity, and outwardly display a cooperative and positive attitude.