



Service Report 2020



**2020 YTD VS 2019 Post Departure Survey
RESULTS COMPARISON**

	2020	2019	Variance
Full Survey	92.1%	92.4%	(0.3%)
Housekeeping	92.6%	93.7%	(1.1%)
Hospitality	93.4%	94.1%	(0.7%)
EIWO (Everything In Working Order)	86.2%	87.3%	(1.1%)
Overall Resort	90.7%	91.6%	(0.9%)
Overall Accommodation	91.3%	91.6%	(0.3%)
Intent to Recommend	92.0%	90.6%	1.4%
Survey Received	4982	8718	(3736)

Additional Measurement Criteria

	2020	2019	Variance
Arrival AVG	93.8%	93.7%	0.1%
Check In Check Out Average	94.2%	93.9%	0.3%
Activities Average	94.0%	91.5%	2.5%
Overall Experience Average	92.6%	92.1%	0.5%
Recommendation Average	90.9%	90.5%	0.4%
Concierge Average	91.8%	92.4%	(0.6%)
Maintenance Average	93.2%	92.3%	0.9%

2020 AWARDS

2020 AMERICAN RESORT DEVELOPMENT ASSOCIATION- REFURBISHMENT COMMON AREA EMBARC SANDESTIN



COMMUNITY SERVICE 2020

- **Tremblant**

- Tremblant Foundation: Embarc and Diamond Resorts participate in their fundraising events.

- **Whistler**

- Soap for Hope: Shampoo, Shower Gel and Conditioner donated for care workers at the Hospital during the pandemic.
- Downtown Eastside Women Centre: We donated toiletries, unclaimed items left behind after Guest departures.
- Clean our neighborhood day – Team members participated in a cleaning day of the surrounding area during Spring to collect garbage around the Whistler Upper Village after the snow melt.

- **Sandestin**

- Harvest House – Food donations were made.
- Haven House – Unsellable housewares and furniture donated to help men with drug and alcohol addictions.
- Old radios were donated to a assisted living property.
- Old towels were donated to an animal shelter.

- **Ucluelet**

- Kleenex and paper towels that were unused were donated to a local food bank.
- Gently used sheets, towels and kitchenware were donated.

COMMUNITY SERVICE 2020

- **Zihuatanejo**

- August 2020 – The Team participated in a beach clean up of La Ropa beach after heavy rains.
- Food donations were made to Team members in need.



OWNER COMMUNICATIONS

Embarc Members Website

- What's New
- HOA Documents
- Board Meeting documents
- Did you Know articles
- Newsletter



Embarc- 2020 Reserve Fund Project Summary

Whistler

- Continuation of the deck stack replacement project, schedule to complete in 2022
- Commence the project to replace the pathway paving stones
- Replaced the toilets with improved flush efficiency, while reducing water usage



Embarc- 2020 Reserve Fund Project Summary

Tremblant

- Continuing the program to replace the Vacation Home deck furniture
- Replace the air conditioning in building 700. Recoverable parts placed inventory
- BBQ improvements by adding sinks, replacing counter tops and cabinets



Embarc- 2020 Reserve Fund Project Summary

Blue Mountain

- Completing the replacement of the Vacation Home sofa beds
- Replaced the Vacation Home hot water tanks
- Upgraded to a larger living room TV



Embarc- 2020 Reserve Fund Project Summary

Palm Desert

- Refreshed the decomposed granite throughout the landscape areas
- Repainted the exterior common areas



Palm Desert

- Pool Deck Replacement: Completed the replacement of pool deck "D", the final phase of the project

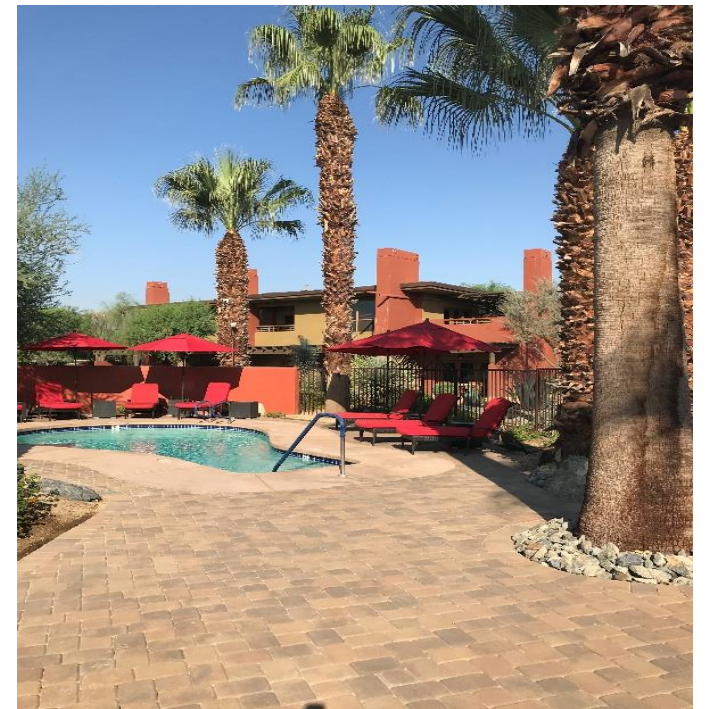
Before



In Progress



After



Embarc- 2020 Reserve Fund Project Summary

Sandestin

- Updated the corridors with new carpet, paint and artwork
- Installed an occupancy sensing energy management system to reduce energy use in unoccupied Vacation Homes
- Replaced the buildings main electrical and generator transfer switch to improve reliability during power outages



verdant

Embarc Resort Sandestin
13:11

STATUS SETTINGS ALERTS REPORTS CONFIGURAT

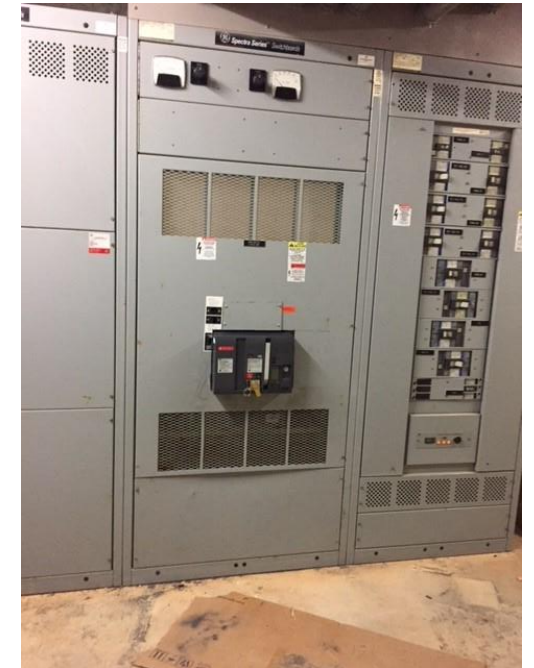
Room Status Room Occupancy Room Efficiency Room Data

Room Status

116	118	120	202	204	205	206	213
320			404	405	406	407	
509			514	516	518	520	

120
Summer
73.20 °F
OK
Empty
2020-09-11 13:07:30

verdant
72 F
FAN LOW COOL



Embarc- 2020 Reserve Fund Project Summary

Ucluelet

- Painted the high traffic areas of all Vacation Homes

Panorama

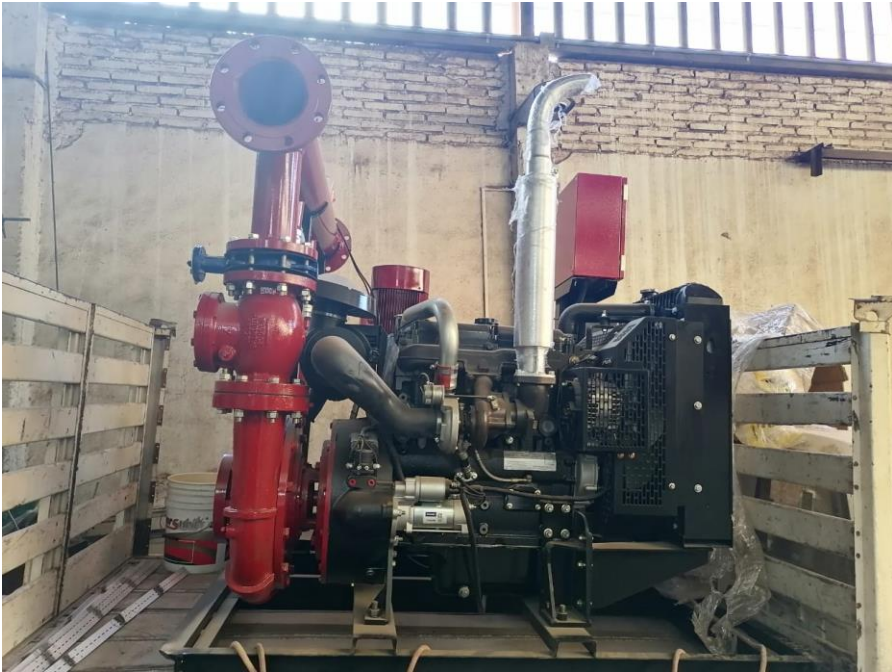
- Upgraded the living room TV's to a larger model
- Replaced the Riverbend dining chairs and stools



Embarc- 2020 Reserve Fund Project Summary

Zihuatanejo

- Upgraded the property fire hydrant and hose system to ensure fire fighting capabilities
- Replaced the living room TV's with larger models.
- Completed the shared cost project to replace the commercial washers and dryers



Embarc- 2020 Reserve Fund Project Summary

Vancouver

- Vacation Home Updates: completed the 29th floor- Living room relocation

Before



After



Embarc- 2020 Reserve Fund Project Summary

Vancouver

- Vacation Home Updates: completed the 29th floor- Bathroom Updates

Before



After



Embarc- 2020 Reserve Fund Project Summary

Vancouver

- Vacation Home Updates: completed the 29th floor kitchen reconfiguration

Before



After

