

REVIEW OF FRONT DESK SERVICE OFFERED AT THE PHOENIX

The Front Desk at The Phoenix is a welcoming place that helps maintain a unique identity for your property. It helps identify The Phoenix as a service oriented property and emphasizes the fact that there is a strong rental aspect. Traditionally, in Steamboat, front desk operations served all owners and guests at a property and the cost of this service was borne by the management company's rental operation. Longtime owners will remember Cathy and Renee from Colorado Resort Services - they certainly ran the property in this manner.

Over the past ten years or so, competition for the rental management market has tightened and a hybrid approach to front desk service at The Phoenix has developed. Full front desk services are offered to rental owners and guests of the Association management company (now Vacasa, but previously WVR or Mountain Resorts).

Management has developed a fee service for those owners who wish to offer front desk services but do not participate in Vacasa's rental program. The Board has recently pointed out challenges that occur in this process. As the Board has discovered, there are some obvious challenges with this process and the lines between paid services and unpaid services becomes blurred. Nikki, Delmar, and their staff members are customer service professionals and know that refusal of services reflects poorly on The Phoenix as a whole. Should a guest have a bad experience, they will not necessarily remember the name of the company they booked their vacation through, but they will certainly remember The Phoenix.

Here is a list of the services offered at the Front Desk:

Vacasa Owners and Guests and Owners and Guests who Pay for Front Desk Services

- Check-in/Check-out services and registration - staff has actual documentation of when a guest is registered at the property, whether or not they showed up, and confirms departure. Includes after hours check-in.
- Orientation for guest of property services - including pool/gym hours, shuttle bus information, front desk hours, neighboring services, special events, etc.
- Concierge type service and information - this includes recommendations for meals and activities. This often includes the possible booking, reserving, and confirmation of such activities.
- Information and dispatch of services - housekeeping and maintenance services for Vacasa managed units are handled in house. Information about the appropriate services to call are provided for guests of off site managers who pay for service.
- Supplying of in room amenities when required (shampoo, soap, toothpaste, etc. - Vacasa guests only).
- Lost and Found services for Vacasa guests (rooms) and Association (common area)
- Delivery of packages to units (adequate staffing required) or notification of receipt
- Courtesy shuttle service (staff and vehicle dependent) when shuttle unavailable.