

Mission Point Employee Newsletter



It's been pretty gloomy the past few weeks here on Mackinac so here are some spring tulips to brighten your day! These are the first flowers to bloom in May.

Countdown to 2021 Opening: 97 days

How is it that we are almost through the month of January? At this pace, April will be here before we know it! We are less than 100 days out from opening Mission Point to guests in 2021.

This is very exciting and we cannot wait to see our entire team again on property.

We have a challenge for our staff - **what is a piece of advice you'd give to you our new team members this year?** Working on Mackinac Island is a bit unique so we invite you to reply to this email with your tips, tricks and advice for the upcoming season. We'll share the answers in the next edition!

Thank you all for your work this winter so far. We are making great progress! Stay safe and well.

IN THIS ISSUE:

- "Who's Who?" Winter Gear Game
- Winter Department Spotlight: Reservations
- Property Updates & Winter Construction Progress
- Off Season Employee Update: Fitz Haughton
- Travel + Leisure World's Best Award voting
- and much more!



MISSION POINT
MACKINAC ISLAND



Winter Department Update: Reservations

The first step in the guest experience? Making a room reservation! The reservations department is often the first impression that our guests get of the customer service experience at Mission Point. Our reservations agents answer phones, emails and help guests plan their trips to Mackinac Island - the most calls their team has taken in a single day is 160, averaging 20/hour!

They are required to be knowledgeable on all aspects of the resort and answer any and all guest questions. Our reservations office is located in Traverse City, Michigan, about 2 hours south of Mackinac Island. **Meet your reservations team!**



Chyerl Gardner
Reservations Manager
cgardner@missionpoint.com



Lyra Singleton
Reservations Supervisor
lsingleton@missionpoint.com



Kellie Dean
Reservations Agent
reservationsdepartment
@missionpoint.com

The reservations department is open all year and in order to make sure our guests have the best experience at Mission Point, our reservations department needs to gather a lot of important details. In addition to total number of adults/children, desired dates and if the guest has a specific package in mind, they need to dig a little deeper and ask some additional questions:

Has the guest stayed with us before or is this their first visit to MPR?

Will they be visiting for a special occasion such as a wedding or a conference?

Are they bringing a pet with them?

Once our team gets all of this information from a guest, they can suggest options for room types, packages and building locations.

Our reservations team also arranges all amenities for guests arriving, input rooming lists for groups arriving in 2021, monitor our online bookings (including 3rd parties like Hotels.com and Expedia) and contact guests if there is additional information needed from them.

The important work of reservations ensures that once a guest arrives to Mission Point, all of us on property know what they need and what they are expecting. Reservations has an impact on all of our departments, working closely with the Marketing and Sales teams, Front Desk team and Conference Services.

For the 2021 season, their top goals are:

1. Hire two additional agents
2. Improve sales & repeat customer business
3. Provide the best customer service and maintain professionalism

Thank you to our reservations department for all of your hard work!

Who's Who Behind the Winter Gear?

Winters here in northern Michigan can be pretty cold - guess who is behind the gear!



#1



#2



#3



#4



#5



#6



#7



#8



#9



#10



#11



#12

(Answer key on the last page!)

 WEDDINGWIRE

COUPLES' CHOICE
AWARDS[®]



2021

Mission Point has been awarded a **2021 Couples' Choice Award** from WeddingWire! This award comes from positive reviews from couples who were married at Mission Point in 2020.

Thank you and kudos to the entire team, specifically the Conference Services and Banquets teams. There were many challenges with events last year so it is absolutely wonderful to receive this award from so many happy couples!

Housing Construction Updates

Construction to the Quorum is continuing - new flooring is being installed throughout the hallways and new paint is going up on the walls!



Make sure to like "Mission Point Resort - Human Resources" on Facebook! We post fun facts about working on Mackinac, interesting tidbits about life at MPR and important information as we approach the beginning of the season. Another helpful FB group to join is "Mackinac Island Summer Employees". This consists of employees from all over the island! You can get information about happenings on the island, meet more employees and much more.

We Need Your Help! Voting is Open for the 2021 Travel + Leisure World's Best Awards

Travel + Leisure's World's Best Awards are some of the most prestigious in the country and around the world. Hotels, resorts and other hospitality industry members are on the ballot each year. How are the top winners selected? Votes!

We'd love for you to vote in this year's awards. [Click here to vote!](#)

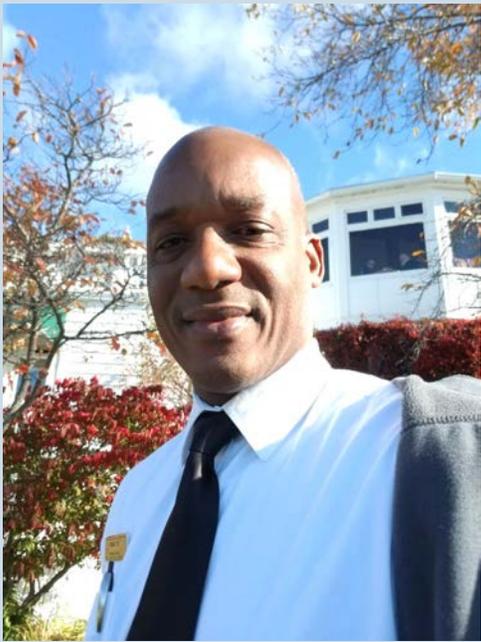
The process does take a few steps but we'd really appreciate your support in this endeavor. **We were recipients of this award last year and our goal is to win again!**



Steps to vote:

1. Create an account on Travel + Leisure's website
2. Select Region - **United States**
3. Select State - **Michigan**
4. Select Category - **Hotels**
5. Select Hotel - **Mission Point**

Thank you!!



Off Season Employee Update

Fitzgerald (Fitz) Haughton

2012 - 2020: Bartender

Winter Partner: The Wycliffe Golf & Country Club in Wellington, Florida

Mission Point vet Fitz Haughton is no stranger to a seasonal schedule - having been a valued member of our bartending staff since 2021 (that's 8 seasons!) While he's away from the Island, Fitz landed a position at a terrific property in sunny Florida for the winter. "So far I'm enjoying my time here. The housing is great and my housemates are fantastic," he says of his experience at The Wycliffe Golf and Country Club.

Likewise to others, Fitz says the extension process was pretty good. "A few things could have been done a little differently, like getting interviews done earlier if possible." As for the Mission Point team, Fitz appreciated all the help and support given in the process, "It was a breeze getting here. Thanks for checking up on me. I'm looking forward to spring 2021 at MP!"

Jimmy's Safety First Tip of the Week

Safety is our top priority at Mission Point and this week's safety tip is on **traveling overnight** during COVID-19. While we are all encouraged to avoid unnecessary travel, if you do stay in a hotel, please consider the following tips:



Check the hotel's COVID prevention practices before you go

- Use options for online reservation and check-in, mobile room keys and contactless payment
- Prior to your arrival, call and check if staff members are required to wear masks
- Look for any extra prevention practices, such as plexiglass barriers & physical distancing sign reminders
- Ask if the hotel has updated policies about cleaning, disinfecting or removing frequently touched surfaces and items (i.e. pens, room keys, phones, doorknobs, elevator buttons, etc.)

Wear masks and limit close contact with others

- Consider taking the stairs or wait to use the elevator until you can either ride alone or only with people from your household

Choose contactless options, when possible

- Request contactless delivery for any room services orders

James Hagenbaugh, Security Manager

Travel Industry Community Interviews

This week:

Chris Shepler,
Shepler's Mackinac
Island Ferry



Chris Shepler
President
Shepler's Mackinac Island Ferry

Chris was kind enough to record a behind-the-scenes video for our newsletter! [Click here to view.](#)

Q: What are some interesting or fun facts about Shepler's Ferry that we may not know?

A: Over the course of one year, Shepler's completes over 9,000 round trips to and from Mackinac Island, St. Ignace and Mackinaw City with approximately 1.2 MILLION guests transported to and from Mackinac each year. In addition to the guests is their luggage - Shepler's handles over 1.7 million pieces of luggage each year as well! We go through 330,000 gallons of fuel for our boats each year and employ 210 cast members at our peak times. Similar to Mission Point, we have a smaller group of staff that works 12 months out of the year, around 40 people. In total, we have 7 ferries, 2 trams, 11 buses and 6 vans - due to our parking facilities being located off site, we move just as many guests over land as we do water!

Q: What are the main differences the first, original boats built by Cap Shepler in comparison to the Miss Margy or William Richard?

A: The main difference between our boats of "now" and "then" is huge as technology has improved as has the number of people that travel to and from the Island. With more people, the ferries have become larger, faster and quieter than ever. Even the short time between the build of the Miss Margy (2017) and the William Richard (2020), which was a mere 3 years, the technology being used on the William Richard is amazing. From the propulsion (Hamilton water jets vs traditional propellers) to the HVAC unit on board to keep the guests aboard climate controlled (i.e. air conditioning in the summer and heat during the fall and early spring) to the navigational systems on board are faster, stronger and more reliable than ever.

To the naked eye, I don't believe our guests can tell the difference between the ferry we built back in 1969 and the ferry we built in 2020, however I believe you can feel the difference in noise, speed and comfortability. I know our captains can certainly tell the difference between the new and the older vessels!

Q: Do you enjoy boating recreationally? What are some of your favorite places to sail to?

A: Yes, I do enjoy boating recreationally. In my past life, right after college, I was privileged enough to receive a tryout with an America's Cup team back in 1987. I ended up making the team and that took me on a whirlwind of 6 years racing sailboats all over the world. While our team did not win the 1987 America's Cup, the friendships, knowledge and the ability to see the world left a huge impression on me to this day. After sailing all over the world, I can still say that the most favorite place to sail to would be beautiful Mackinac Island... however Perth, Australia is a very close second. While I don't competitively sail anymore, I do enjoy being on the water and enjoying our Northern Michigan lifestyle.

ANSWER KEY

#1: Director of Facilities, Stan Antkoviak
#2: Sales & Conference Services Admin, Chelsea Coleman
#3: Human Resources Manager, Charlie Hague
#4: Debbie Denyer, Association Specialist
#5: Senior Food & Beverage Manager, Seth Haske
#6: Conference Services Manager, Jen Lehman

#7: Executive Assistant, Becky Grobelski
#8: Executive Housekeeping Manager, Daniel Hutek
#9: Accounting Clerk, Kaitlynn Bazinau
#10: Human Resources Coordinator, Natasha Haske
#11: Senior Conference Services Manager, Andrea Crawford (and her daughter, Kennedy)
#12: PR & Marketing Manager, Sarah Ombry