

APRIL 30, 2021

Mission Point Employee Newsletter

Happy Opening Day and welcome to the first issue of the 2021 Mission Point Employee Newsletter! We are looking forward to a great and productive season ahead. Welcome back to our returning staff members and welcome (for the first time) to our new staff!

We are so excited that you all are here.

This newsletter will be published bi-weekly and is a great resource for all things Mission Point! You'll find our organizational goals, read interesting stories, get updates from different departments and just stay in the know about what's happening on property.

Here's to a great season and a successful 2021!!



CSI Scores: Customer Satisfaction Index Scores

After guests leave Mission Point, they are sent a Guest Experience Survey. This allows them to share comments with us and rate different aspects of their experience. The survey includes everything from their reservations process and check-in to dining, activities, shopping, resort cleanliness and more. Each week, these scores are tallied up (thank you to Becky!) and sent out to the management team.

Each department is issued a total score out of 100. The goal of CSI scores to learn where we are succeeding and where we have room for improvement. Scores will be published in each newsletter to keep track of how we, as a hotel, are performing as a whole. If you have any questions about CSI Scores, how they are calculated or what we use them for, just ask your manager!

CHIANTI

Farm to Ferry Dining

Chianti is a destination for foodies and wine lovers. You won't find a culinary adventure like Chianti on Mackinac Island or Northern Michigan. Every detail on our farm-to-ferry menu matters - from the wine picked exclusively for Mission Point to our seasonal sampling of the region's bounty.



BISTRO ON THE GREENS

Bistro on the Greens embodies the liveliness of island living. Best known for our craft cocktails and Mediterranean menu, we've exchanged the Mediterranean's crystal waters for the beautiful backdrop of the Straits of Mackinac.



With our Michigan twist on classic comfort foods, Round Island Kitchen is where families, friends, and couples gather to round out their Mackinac Island experience. When families visit the heart of Mission Point, they leave feeling more connected to the island than before.



CEO Message

By: Mark Ware

Welcome to the 2021 season! Thank you all for choosing to work with us at Mission Point Resort this year. The season ahead of us is full of promise and we know that demand is high for travel. The island is going to be very busy and it's on all of us to ensure that our guests have an extraordinary Mackinac Island experience at Mission Point!

The #1 thing that all of us need to do this season is maintain our high safety standards.

This means following all COVID safety protocols: wearing face masks, washing hands, social distancing, and getting vaccinated. I ask that you please take care of each other this season.

Over the winter, we completed many exciting capital projects including the renovation of the Quorum housing public spaces along with developing new Mission Point branding - including the dine-in restaurants, which are listed to the left. The branding updates for Boxwood Coffeeshop & Café and Strait UP Coffee will be coming this upcoming winter. We are excited about these updates and

hope that you are, too! We also switched over to a few new systems, including a new reservations system and new POS system. These improvements will only help Mission Point provide excellent service!

Thank you for all the work that you've put in to get the hotel ready for opening. When we all work together, we truly can accomplish great things. Please know that if you have any comments or questions, my door is always open and I am happy to chat. Now is our time to shine so let's have a successful 2021!

Mark Ware, CEO

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**BE KIND TO YOUR
COLLEAGUES**



**WEAR YOUR MASK
IN COMMON AREAS**



2021 TOP GOALS FOR MISSION POINT

1. To be the best customer service organization on Mackinac Island as measured by achieving an average of 4.67 stars in customer reviews
2. To become recognized as one of the "Best Places to Work" in Michigan

Capital Projects from the 2020-2021 Winter Season

An update from Kyle Bailey, Capital Projects Manager



With the start of the 2021 tourist season upon us, we have officially brought the 2020-2021 Winter Capital Projects to a close. I would like to thank everyone who assisted in the planning and execution of our project portfolio. We did a wonderful job this year and ended up coming in within 4% of our overall Capital Projects budget! This is an improvement of over 12% compared to the 2019-2020 Capital season!

I would like to make a specific shoutout to Stan Antkoviak, Director of Facilities and MacKenzie Myers, Facilities Admin. Without these two, NONE of our projects would have had the success we were able to get! You are valued members of our team and we appreciate all you do!

Looking forward, I am excited to continue working with everyone on the projects for the 2021-2022 Capital season. If you have any ideas for improvements that can be made to Mission Point, please let your department head know! We all have the chance to input meaningful change and to make Mission Point as great as it can be!

Kyle Bailey, Capital Projects Manager

kbailey@missionpoint.com | 906.847.3053

Fun fact about Kyle: Growing up, Kyle spent all of his summers on Mackinac Island. He started working on the island at the age of 9 as a Junior Butterfly Herder at the Butterfly House!

Important Information: COVID Wellness Checks & Temperature Scans

For the 2021 season, we'll be using a new facial-recognition thermometer, located in the employee cafeteria. As with any new system, we are still getting acclimated and appreciate your patience! A few key things to keep in mind:

- Please do NOT wear your mask when scanning your face and please remove glasses and hats
- Once the system says that you pass the temperature check, you will receive a text with a link to our COVID screening questions. Just answer to each question and hit submit.

If your temperature is too high, it will be alerted in the system and you should not go to work. If you answer "Yes" to any of the screening questions, then you should not go to work.

Please contact HR if you have any questions about screenings!



Jimmy's Safety Tip of the Week

Safety is one of our top priorities at Mission Point Resort. This week's safety topic is about being aware of your surroundings.

You can prevent injuries by being aware of your surroundings and paying attention to where you are walking. Walking into objects is a common workplace accident, so pay special attention when you're walking through a new area and adhere to walkways to avoid dangerous machinery.

As this is the first newsletter of the season, I wanted to highlight that **Security is on call and available to you 24/7. If you haven't already, take a few moments and add the Security On Call phone to your contacts (listed below)**

We can assist with a variety of issues and are always available to you!

Every edition of the newsletter, I offer a safety tip but with the prevalence of COVID-19 still a reality, I ask that you please make sure to maintain our high safety precautions this season. It's so important to ensure that we all stay safe and healthy this year. Thank you in advance for your cooperation on:

- Wearing your mask
- Washing your hands regularly
- Avoiding gatherings and social distancing

Let's have a safe and healthy 2021!

James Hagenbaugh, Security Manager

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(906) 430.5794 - On Call Phone



2021 Island Events



May 15

Fort 2 Fort Race



June 4-13

Lilac Festival



July 4

Fireworks



July 4

Stone Skipping Contest



July 17
July 24

Yacht Races



July 24

Vintage Baseball Game



Aug. 27 - 29

Fudge Festival



Sept. 3 - 6

Labor Day Weekend



Sept. 11

8 Mile Run & Walk



Sept. 20 - 23

Mackinac Policy Conference



Oct. 22 - 24

Halloween Weekend



Oct. 23

Great Turtle Run

Welcome Gift: MPR Notebooks

Our brand promise to our guests is extraordinary Mackinac Island experiences but it is also our goal for you to have an exceptional Mackinac Island employment experience at Mission Point Resort.

2020 was a challenging year for everyone, particularly for us in the hospitality industry. As we begin recovery in 2021, we thank you for being here and hope that you make incredible memories this season!

You'll be receiving (or may have already received) a Mission Point notebook from your manager. We invite you to record your memories, notes or anything you'd like to remember your time at MPR! Included at the back of this notebook is also a map of the island, some sights to see along the way, elements of our brand standards and important phone numbers! 2021 is looking to be a great season!

