



## CASA LINDA OWNERS NEWSLETTER

### Hola Casa Linda Home Owners

A very important restructure took place in the Operations Division in order to improve the overall service offered to our home owners and guests. As a result, please find as follows the changes implemented:



**Sarah Davies**

For the past five months Sarah has served as the Owners Liaison Officer. She has been promoted to perform a role that supports both Marketing & Operations called Guest Advisor/Guest Experience Manager. She is the main contact of our clients before, during and after their stay, making sure they love the Casa Linda Experience from the initial point of contact and throughout a lifetime.



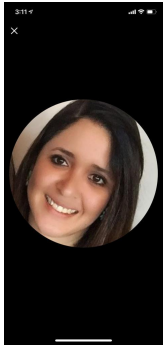
**Karina Bravo**

With almost two years at RCL and over one year working as Rental Manager, she has proven to have excellent rapport with homeowners and strong emotional intelligence. Karina will focus on assisting our owners in the Owners Liaison role that Sarah has successfully implemented. She will be occupying the Owners Liaison office in the Administration building...



**Jelson Peralta**

Jelson has been working as a reception clerk for the last three years and has done an incredible job during this time. He was recently internally promoted as Front Desk Manager and will be supervised by our Manager/Administrator - Marcos Legreaux. Let us all support his new position.



**Ana Gomez**

Ana has over 10 years of experience in the hotel industry. She has worked for important hotel groups such as Barcelo Hotels & Resorts and Amhsa Marina Hotels & Resorts. She has been retained as our E-Commerce Manager and started working with all online travel agencies (OTA's) making sure that these agencies increase the RCL rental production in our rental program. Ana reports to Macros Legreaux.

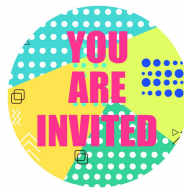


**Eliezer Velez**

With over 25 years of experience in the hotel industry in three different countries (Dominican Republic, Mexico and Canada). Eliezer (Eli) has worked for important hotel groups such as Allegro Resorts, Occidental Hotels & Resorts, Bahia Principe and Fiesta Bavaro, among others. He starts today as Entertainment Manager of RCL and will be working with the marketing department to create and implement daily and nightly entertainment activities.

He will also manage the water park and learning focused activities (Spanish, cooking & dance lessons, etc.).

- New Shuttle Bus stop in Cabarete @ Pomodoro Restaurant (no longer Scotia Bank)
- Visit our VIP Club Bali Loungers in Sosua (Eddy Flynn's Vendor 140) and Cabarete (Pomodoro)



**UPCOMING EVENTS**

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**Taste of the World: October 18th: SOLD OUT**

**November 1, 2 & 3: Jazz Festival** - Free tickets first come first serve (we are a sponsor)

**November 4:** Constitution Day Long Weekend - Happy Hour Prices All Day

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**November**

**9: "Tacky TouristParty"** (see below). Free party with DJ. Who can dress the

**tackiest?**

**November 16: Christmas Artisan Market in Castaways** 🎄 🎁 - Interested in being a vendor? Contact Gwen at 829-644-6766

November 28 - American Thanksgiving

**December 14 - Owners Christmas Party** -Music by Denver Colorado, \$5 fun gift exchange. More info to come.

**December 24 - Carols & Candles.** A lovely evening of candle light and sing a long carols. More info to come.

**December 25** - Christmas Buffet. Stay tuned.

**December 31** - New Year's Eve Party. Details in the next months

**January 1st** - New Year's Day Hangover Brunch - Details to come.





Castaway's  
CLUBHOUSE & EATERY

Casa Linda  
QUALITY COMMUNITIES

# Tacky Tourist PARTY!

Let's Get Tacky!

Sat. November 9th  
@ 7 p.m.

Castaway's Clubhouse & Eatery  
in Casa Linda

- Awesome DJ & Dance
- Specialty Drink Stations & Cocktail Specials
- Come Early for Dinner - Special Tacky Menu!
- Prizes & Lots of Fun!

**Free!**  
\*paid food & drinks

**Prizes for Best Tacky Tourist Costume!**

Don't forget the fanny pack :)

#### Internet Woes:

The internet problems that we've experienced lately are due to Altice issues in addition to a hardware fail in our internal system. The replacement equipment is on order and will be installed in the next few weeks. This should improve overall service; however, we are still affected by the service of our provider, Altice. We have also invested in greater band-width, which will help with lag time and outages.

Residencial Casa Linda  
Carretera Sosua-Cabarete,  
Sosua Puerto Plata  
Dominican Republic