

# OWNERS' NEWS

FEBRUARY 2020

*The Sands*

THESANDSTC.COM

A T G R A C E B A Y

## The Sands at Grace Bay Participates in Caribbean Travel Marketplace 2020.

The Caribbean's largest gathering of top travel partners showcases the leading resorts in the region, and in January, 2020 The Sands, along with a few other resorts in Turks and Caicos participated in this very important sales initiative.

This year's event in Nassau played host to over 1,500 delegates, providing Caribbean hoteliers an opportunity to showcase their resorts in a collaborative setting, designed to provide travel partners an opportunity to engage with the "best of the best" in the region.

The sales team along with General Manager Mona Beeson represented The Sands and helped secure important contracts and build relationships with our travel partners.



Hartling Group resorts elaborate booth display at the Caribbean Travel Marketplace 2020



Turks and Caicos wins big at the 2020 World Travel Awards during Caribbean Travel Marketplace. Caribbean's Leading Beach Destination and Caribbean's Most Romantic Destination!



The Sands hosts leading travel agent partners for a private event in Nassau at the Caribbean Travel Marketplace. Pictured with the agents from Hartling Group are Mona Beeson, Raymond Yip, Karen Whitt and Ling Riley.

## WHAT'S INSIDE

Resort News • Strata News • Island News

**2020 AGM MEETING: THURSDAY, JUNE 11TH AT 8:30 AM IN THE HOSPITALITY LOUNGE**

## From The General Manager

**Dear Sands Owners,**  
Happy New Year greetings from all of us at The Sands, wishing all of you and your families health and happiness in 2020!

Some of our fourth quarter accomplishments were the completion of 15 units with new travertine flooring, continued Deep Cleans, Travel Agent Familiarization Site Inspections and preparations for the Festive Season.

We had a busy month in October with Job Fairs and interviews for staff positions and key management positions. You will see some new faces to our team in the Front Office, Housekeeping, Laundry, Grounds and Security within the coming months.

**Recently, we were honored again from Booking.com with the 2019 Guest Review Award, and now our 8th year of winning TripAdvisor's 2019 Certificate of Excellence.**

We are working hard to continue to deliver a great product providing friendly, caring services for enjoyable and memorable experiences.

Thank you for your continued support and relationship, and for our newest Sands Owners, I look forward to seeing you for many years to come.

Best regards,



Mona Beeson  
General Manager  
Oceanside Marketing Ltd.



## We Welcome Sharon Purser, our New Executive Housekeeper

Sharon Purser officially joined The Sands on January 20th, 2020. Ms. Purser has worked in the Hospitality Industry for over 15 years and brings with her a wealth of knowledge and experience in the Housekeeping and Laundry Department.



Ms. Purser's experience includes executive housekeeper, training Coordinator and handling transition of ownership for two previous properties. Her training background includes Marriott, Sandals, Hilton, Radisson and Crowne Plaza; Eco Labs training. She is certified in Foundations of Leadership, Train the Trainer and Impact Leadership as well as experience with Quality Assurance audit and inspections.

Professionally, she enjoys the challenge of identifying and solving problems, listening to the needs of her colleagues and leading her team to high-performing levels through continuous on the job training.



## From Joan Hagan – A Few Updates



### CLARIFYING OWNER OCCUPIED NIGHTS

We sometimes take for granted that all owners have read and understand the Rental Agreement. Recently we've learned that some owners do not realize that Owner Stays count as "Occupied Room Nights" in relation

to the rotation in rentals. While we do not restrict owner occupied stays and no rate is derived from the stay, your booking DOES count as an occupied room night in regards to the rotation in rental availability. For example, if an owner stays for say 3 weeks, that counts as a 3 week booking – even though there was not any revenue related to the stay – the unit in that category with the least amount of occupied room nights would be up for rental next.

### CASH REQUESTS

Please note that we can no longer provide cash to owners from their accounts. The main reason being that it is incredibly time consuming to bring the appropriate form to the owner, get it approved, and then take it to the bank to be cashed as we do not keep large amounts of cash on property and then return the cash to the owner. Unfortunately, we just don't have the manpower to do this.

### KITCHEN CABINET LOCKS

Some of you have locks installed on some of your kitchen cabinets. While we do not recommend this, we understand guests can sometimes be curious. We have sourced a new, more secure lock. Let us know if you would like to change your locks. Also, please understand that we have to limit the number of cabinets to be locked to two as guests find it frustrating when there are multiple cabinets locked and they cannot put away their items.

### PROPERTY MANAGER

We are over the moon to announce that the work permit for the new Property Manager has been approved and we are working diligently to expedite his arrival. We will be providing more details soon.

### WORKS IN YOUR UNIT

We understand that some owners like to take care of some of their maintenance issues in their units themselves. While we appreciate the efforts, it is best to have our trained staff members complete the tasks as they can be held responsible should something go wrong with the work completed. As I am sure you can appreciate, we cannot be held responsible for works done in units that were not performed by a member of our staff as well as an outside contractor hired by the resort.

### PROPOSED RENOVATION

We are planning to do further upgrades to the units in the Fall. This will include, but not limited to, replacing the remaining ceramic floor tiles with travertine; repairing or replacing the bathroom cabinets; bathroom lighting; and replacing the bedroom furniture as well as some of the living room pieces. We are in the midst of putting all the information together and hope to have it distributed within the next few weeks.

### 2020 ANNUAL GENERAL MEETING

The meeting will be held on Thursday, June 11th at 8:30am in the Hospitality Lounge. A separate communication will be forthcoming in the next few weeks as well.

Wishing you and your families a very happy and prosperous New Year!

Joan Hagan  
Director of Owner Relations



## The Sands Honors Its Own

**M**any employees were celebrated during the Annual Staff Holiday Party for their years of service to The Sands along with many other accolades denoted below.

### 8 EMPLOYEES CELEBRATED 5 YEARS

- Labricia, Housekeeping
- Jodiann, Reservations Manager
- Kettelie, Housekeeping
- Eddy, Pool and Beach
- Osnel, Common Areas
- Julienne, Housekeeping
- Guerline, Housekeeping
- Claude, Grounds

### 5 EMPLOYEES CELEBRATED 10 YEARS

- Terry, Bellman
- Claudette, Housekeeping
- Brinda, Housekeeping
- Karen, Financial Controller
- Michel, Grounds

### 7 EMPLOYEES CELEBRATED 15 YEARS

- Pierre, VP Resort Assets
- Deserene, Housekeeping
- Patrice, Housekeeping
- Philta, Housekeeping
- Ronald, Maintenance
- Delroy, Pool and Beach
- Barbara, Front Office Manager

### 4 EMPLOYEES CELEBRATED 20 YEARS

- Shirley, Housekeeping
- Pauline, Housekeeping
- Maculaine, Housekeeping
- Duval, Grounds

### WELL EARNED AWARDS

We were absolutely thrilled to hand out service pins and awards for employee for the years of contributions and loyalty. Most recently on Friday, January 10th, 2020, our very own Joan Hagan, Director of Owner Relations, and Executive Assistant to the CEO celebrated 15 years of service! We are so proud and elated to have such a wonderful team at The Sands!

We also would like to recognize and bring congratulations to the following employees honored in the categories of:



#### **Manager of the Year**

Kitchandra McDonald, Assistant Human Resources Manager.

#### **Supervisor of the Year**

Renile Sharpe, Senior Housekeeping.

#### **Employee of the Year**

Back of the House: Ariella Missick, Accounts Receivables  
Front of the House – Yudelka De La Rosa, Concierge.



These outstanding employees have done an incredible job in their capacity and are so well deserving of their award.



## CEOWORLD Magazine

Named One of the Top 10  
Hotels in Provo by  
CEOWorld Magazine

[CLICK HERE FOR THE FULL STORY](#)



February Feature in  
GoNomad.com

[CLICK HERE FOR THE FULL STORY](#)

## Islands

Best Resorts in  
Turks and Caicos by  
Islands Magazine

[CLICK HERE FOR THE FULL STORY](#)

## USA TODAY

Showcased in USA Today

[CLICK HERE FOR THE FULL STORY](#)



## The Sands is Participating in New Game Show Featuring Elizabeth Banks

ABC is rebooting the classic game show Press Your Luck as a huge summer primetime event. Press Your Luck is set to tape mid-May

and begin airing mid-June on Tuesday nights for eight weeks. There is no hard cost or fee for this primetime placement. The

Sands at Grace Bay is participating by offering a prize package. The prize package will be promoted if a contestant lands on the game board square where the prize is featured even if the prize is not won.



## From the Strata Board Chairman

*dear fellow owners,*  
HERE'S AN UPDATE ON NEW AND ONGOING PROJECTS

- Rescue Boat – We had attempted to repair the boat but when the new part was installed, another part broke and the replacement had to be ordered. The Strata Board has authorized the purchase of a new motor for the boat and it is en route to the island now.
- Hot Tub – we are still awaiting the exact list of repairs for the hot tub and the costs from the Hartling Group Corporate Engineer and will advise soonest.
- Main Pool Pump – The Hartling Group Corporate Engineer is also assisting in having the main pool pump rewired and installing new light fixtures and new power supply boxes as these were corroded and needed to be replaced.
- New Door Locks – They have arrived and they have begun to install the new Ving Card locks.
- Pool – More rolls of pool chaise fabric has been ordered for the replacement cushions. The Corporate Restoration Department is procuring this for us as it is less expensive than ordering directly from the US. Maintenance will be obtaining a better cable-locking system to secure the chaise loungers in the evening to prevent theft.
- Beach – Chaise arm refurbishment and painting is pending. We are awaiting a new shipment of beach canapes, umbrella bases and should arrive shortly.

In closing, I hope all is well with you and all your families. I look forward to seeing you down in the near future.

Yours sincerely,



Miles Hamm  
Strata #25 Chairman



### 2020 AGM

*The* AGM will be held on Thursday, June 11th at 8:30am in the Hospitality Lounge. A separate communication will be forthcoming in the next few weeks as well.



## Conch Cab

**C**onch Cab is a convenient and inexpensive cab service that operates on much of Providenciales, including the Grace Bay, Leeward, Long Bay, Turtle Cove, and Bight areas of the island.

Rides are booked online via phone, and rates are transparent and can be seen prior to booking. Riders can see live car location information, which makes finding your cab easy. Rides are paid for to the driver with cash.

Conch Cabs are eye-catching and easy to recognize, with their signature giant conch and conch hood ornament.

At this time, Conch Cab is only offered on the eastern side of Providenciales, and does not service Chalk Sound and Blue Hills. [CLICK HERE FOR THE FULL STORY](#)



## Dream Hotel Group Enters Turks and Caicos Market

**T**he Bight by Dream Hotel Group will debut in Providenciales, Turks and Caicos, in 2022. The 90 room, six-story condo hotel is located on seven acres in the Bight neighborhood on Grace Bay Beach. More than half of the units are available for purchase but will be included in the rental pool when not owner-occupied.

The hotel will feature several food and beverage venues, including a beachfront cafe, garden restaurant and rum distillery as well as the Barn, a 140-seat private event space, fitness center, yoga studio, two pools and off-site excursions.



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION

## CARPHA – Coronavirus Update

**W**hile the risk in the Caribbean for contracting 2019-nCoV (coronavirus) is low at this time, due to the rapid growth of reported cases in China and uncertainty about its future, tourism industry stakeholders in the Caribbean are advised to be vigilant with sanitary precautions, monitoring of guest and employee illnesses, and reporting to local health authorities any questionable illnesses.

Caribbean public health authorities have put in place measures to monitor any travel into the region from China and take precautionary measures with those travelers. Non-essential travel from the Caribbean to China at this time should be reconsidered.

